Honda Independent Repair Website User's Guide

What is Service*Express*?

Service*Express* is American Honda's Web-based system for delivering electronic service publications to the aftermarket. In Service*Express*, technicians have access to the same service information available to Honda and Acura dealers: service manuals, service bulletins, newsletters, wiring diagrams, body repair manuals, accessory installation instructions, owner's manuals, and the parts catalogs in one convenient place.

Key code and immobilizer information is also available to qualified subscribers for an additional fee.

When you use Service*Express*, you get the latest parts and service information available, and you can search across many types of publications simultaneously.

How does it work?

You search in Service*Express* by selecting the Model and Year of the vehicle you're working on, then choose a subject or enter a keyword. Service*Express* will retrieve all service information related to the subject or keyword to help you repair the vehicle.

What is SIS?

Service Information System(SIS) is American Honda's Web-based system for delivering electronic service publications to technicians.

SIS provides technicians access to the latest Repair Procedures, Service Bulletins, *ServiceNews,* Electrical Troubleshooting Manual

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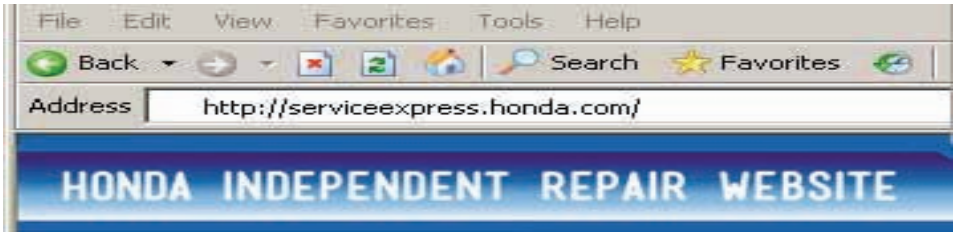
Note: We continually update ServiceExpress and SIS, so a printed copy of the Honda Independent Repair Website User's Guide may not actually match what you see on your computer screen. However, the basic searching and navigation procedures do not change.

AJA 49496 (0513)

How to Access Service*Express*

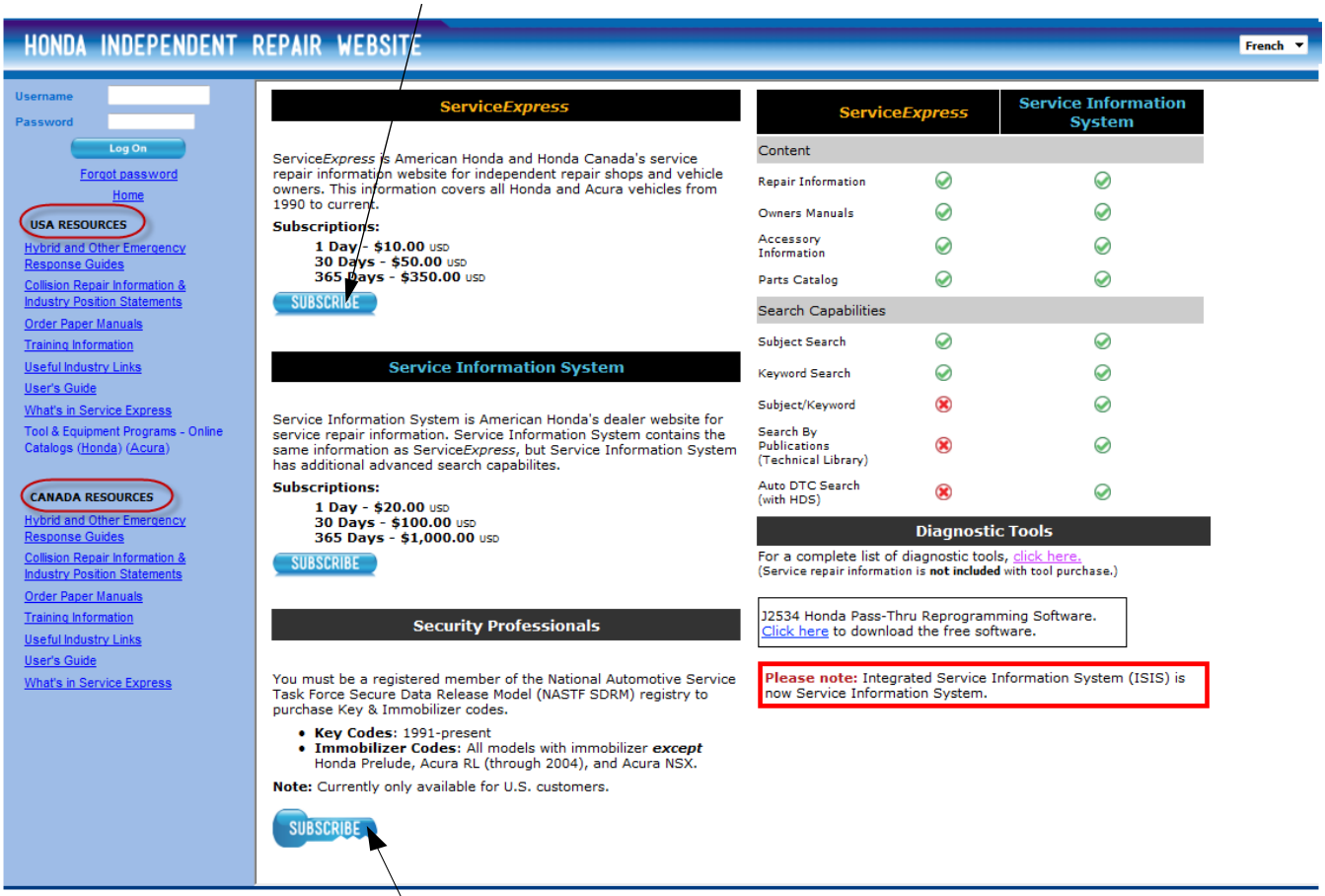
1. Open Internet Explorer, and go to the Honda Independent Repair Website by entering **http://www.ServiceExpress.Honda.com, or https://techinfo.honda.com**.



2. The Honda Independent Repair Website page opens. Fill in your Username and Password, and click the **LOG ON** button.

3. If you don't currently have a Username and Password, you will need to subscribe to Service*Express* and complete the registration process.

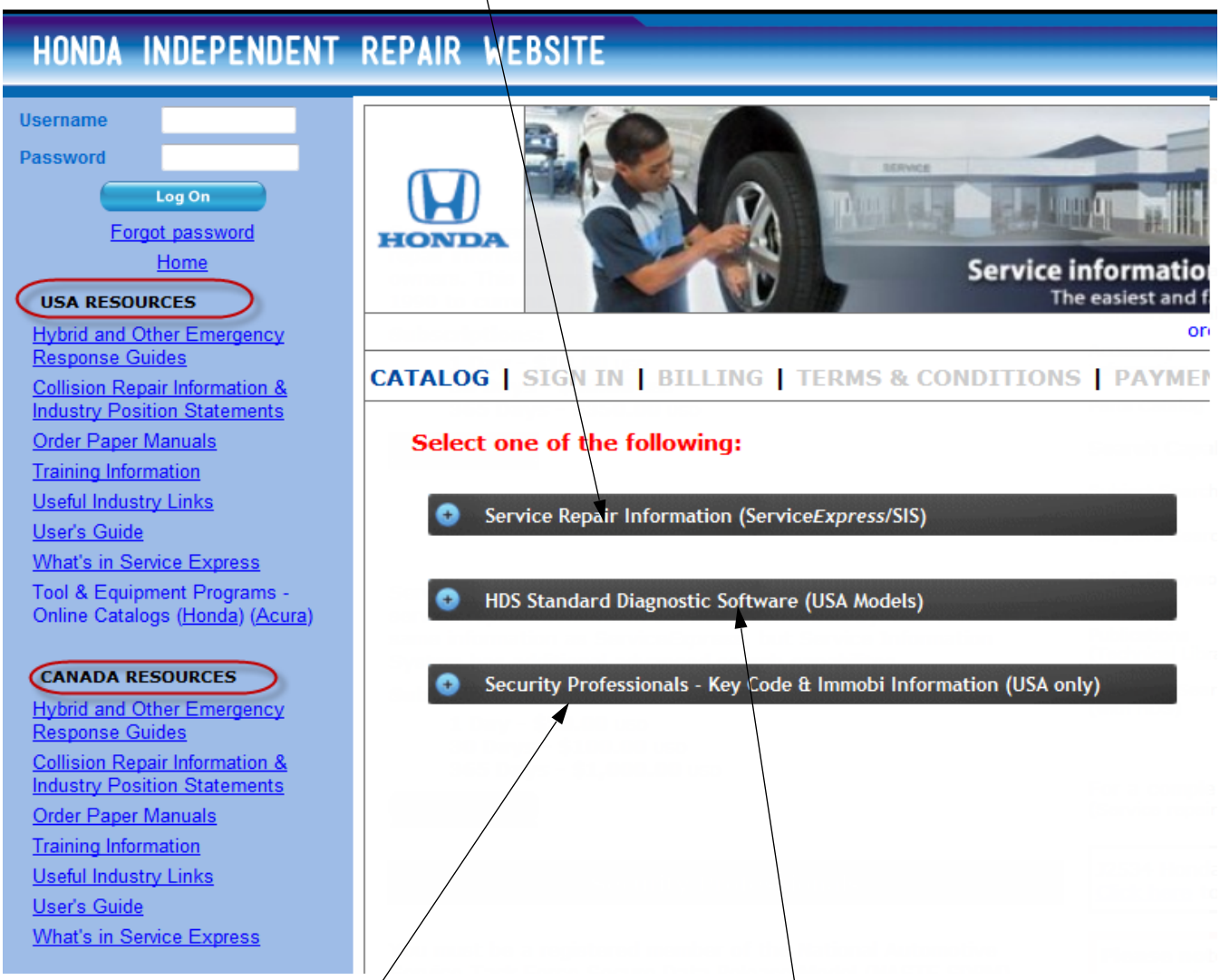
Click here to obtain a Standard Subscription.


HONDA INDEPENDENT REPAIR WEBSITE
French
Username
Password
Log On
Forgot password
Home
USA RESOURCES
Hybrid and Other Emergency Response Guides
Collision Repair Information & Industry Position Statements
Order Paper Manuals
Training Information
Useful Industry Links
User's Guide
What's in Service Express
Tool & Equipment Programs - Online Catalogs (Honda) (Acura)
CANADA RESOURCES
Hybrid and Other Emergency Response Guides
Collision Repair Information & Industry Position Statements
Order Paper Manuals
Training Information
Useful Industry Links
User's Guide
What's in Service Express
ServiceExpress
ServiceExpress is American Honda and Honda Canada's service repair information website for independent repair shops and vehicle owners. This information covers all Honda and Acura vehicles from 1990 to current.
Subscriptions:
1 Day - $10.00 USD
30 Days - $50.00 USD
365 Days - $350.00 USD
SUBSCRIBE
Service Information System
Service Information System is American Honda's dealer website for service repair information. Service Information System contains the same information as ServiceExpress, but Service Information System has additional advanced search capabilites.
Subscriptions:
1 Day - $20.00 USD
30 Days - $100.00 USD
365 Days - $1,000.00 USD
SUBSCRIBE
Security Professionals
You must be a registered member of the National Automotive Service Task Force Secure Data Release Model (NASTF SDRM) registry to purchase Key & Immobilizer codes.
Key Codes: 1991-present
Immobilizer Codes: All models with immobilizer except Honda Prelude, Acura RL (through 2004), and Acura NSX.
Note: Currently only available for U.S. customers.
SUBSCRIBE
ServiceExpress
Service Information System
Content
Repair Information
Owners Manuals
Accessory Information
Parts Catalog
Search Capabilities
Subject Search
Keyword Search
Subject/Keyword
Search By Publications (Technical Library)
Auto DTC Search (with HDS)
Diagnostic Tools
For a complete list of diagnostic tools, click here.
(Service repair information is not included with tool purchase.)
J2534 Honda Pass-Thru Reprogramming Software.
Click here to download the free software.
Please note: Integrated Service Information System (ISIS) is now Service Information System.

Click here to obtain a Security Professionals Subscription

Standard Subscription (Service & Parts Information only)

Online service information is available for 1990 through the current model year, plus all active bulletins back to the early 70's. There are 3 types of standard subscriptions: 3-day, 30-day, or 365-day.



Security Professional Subscription (Includes Key Code Information) (USA Only)

You must be a registered member of the National Automotive Service Task Force Secure Data Release Model (NASTF SDRM) registry. Key codes on this site are for U.S. vehicles only. HDS Security Professionals Diagnostic Software includes Immobilizer functionality.

HDS Standard Diagnostic Subscriptions (USA Models)

This subscription will give you access to software updates.

Overview of U.S. Service*Express* Search Screens

Before starting the tutorial, take a quick look at the six main screens used in U.S. Service*Express*.

1. **Home** (default)

   The Home screen is the first thing you see after logging in. You will find links to useful resources and reference documents, as well as an explanation of important safety messages we use in our documents.

   See page 6 in this guide.

2. **What's New**

   This is a quick way to see what service information was published recently, as well as any changes to the Service*Express* system.

   You can view:

   - Publications posted last 30 days
   - What's in Service*Express* so far
   - System Enhancements

   See page 8 in this guide.

3. **Service Info**

   Use this screen to find repair information for a specific vehicle with a customer complaint or problem.

   Information can be found two ways:

   - Keyword
   - Subject

   See page 10 in this guide.

4. **Training Info**

   Use this screen to purchase Honda and Acura Training Modules on a special Website at Helm Inc.

   See page 19 in this guide.

5. **Tools Info**

   Use this screen to find information on:

   - Honda Diagnostic System (HDS) Software Package
   - Vehicle Communication Interface (VCI) Tools
   - Control Module Programming (Software, Tools)
   - Control Module (CM) Initialization (new CM installation)

   See page 20 in this guide.

6. **Parts Info**

   - Search by **Vehicle Information** or **VIN**
   - Search by catalog or section, common repair or keyword
   - Order online though your Service*Express* eStore dealer

   See page 21 in this guide.

Overview of Canada Service*Express* Search Screens

Before starting the tutorial, take a quick look at the five main screens used in Canada Service*Express*.

1. **Home** (default)

   The Home screen is the first thing you see after logging in. You will find links to useful resources and reference documents, as well as an explanation of important safety messages we use in our documents.

   See page 7 in this guide.

2. **What's New**

   This is a quick way to see what service information was published recently, as well as any changes to the Service*Express* system.

   You can view:

   - Publications posted last 30 days
   - What's in Service*Express* so far
   - System Enhancements

   See page 8 in this guide.

3. **Service Info**

   Use this screen to find repair information for a specific vehicle with a customer complaint or problem.

   Information can be found two ways:

   - Keyword
   - Subject

   See page 10 in this guide.

4. **Training Info**

   Use this screen to purchase Honda and Acura Training Modules.

   See page 19 in this guide.

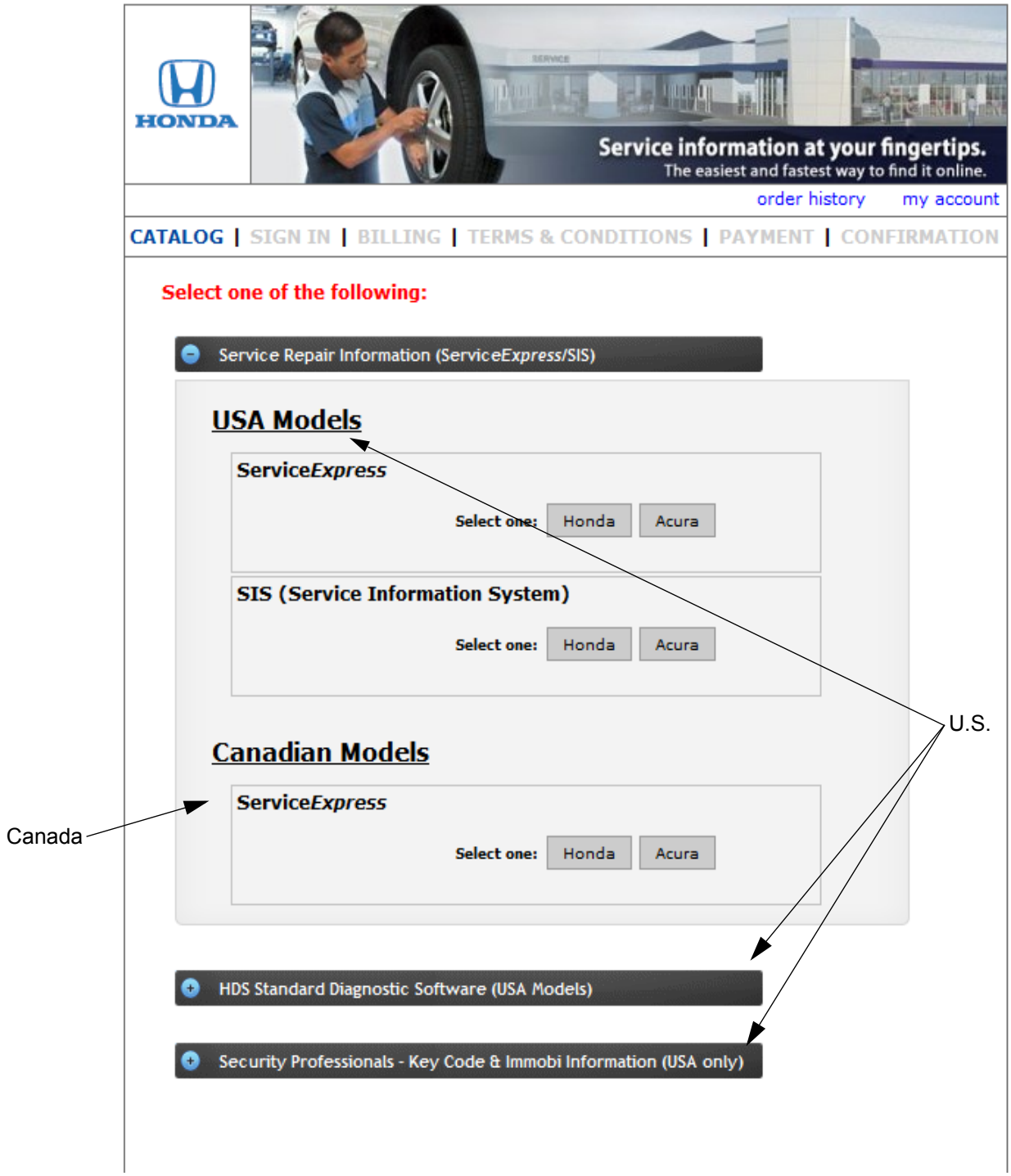
5. **Tools Info**

   Use this screen to find information on:

   - Honda Diagnostic System (HDS) Software Package
   - Vehicle Communication Interface (VCI) Tools
   - Control Module Programming (Software, Tools)
   - Control Module (CM) Initialization (new CM installation)

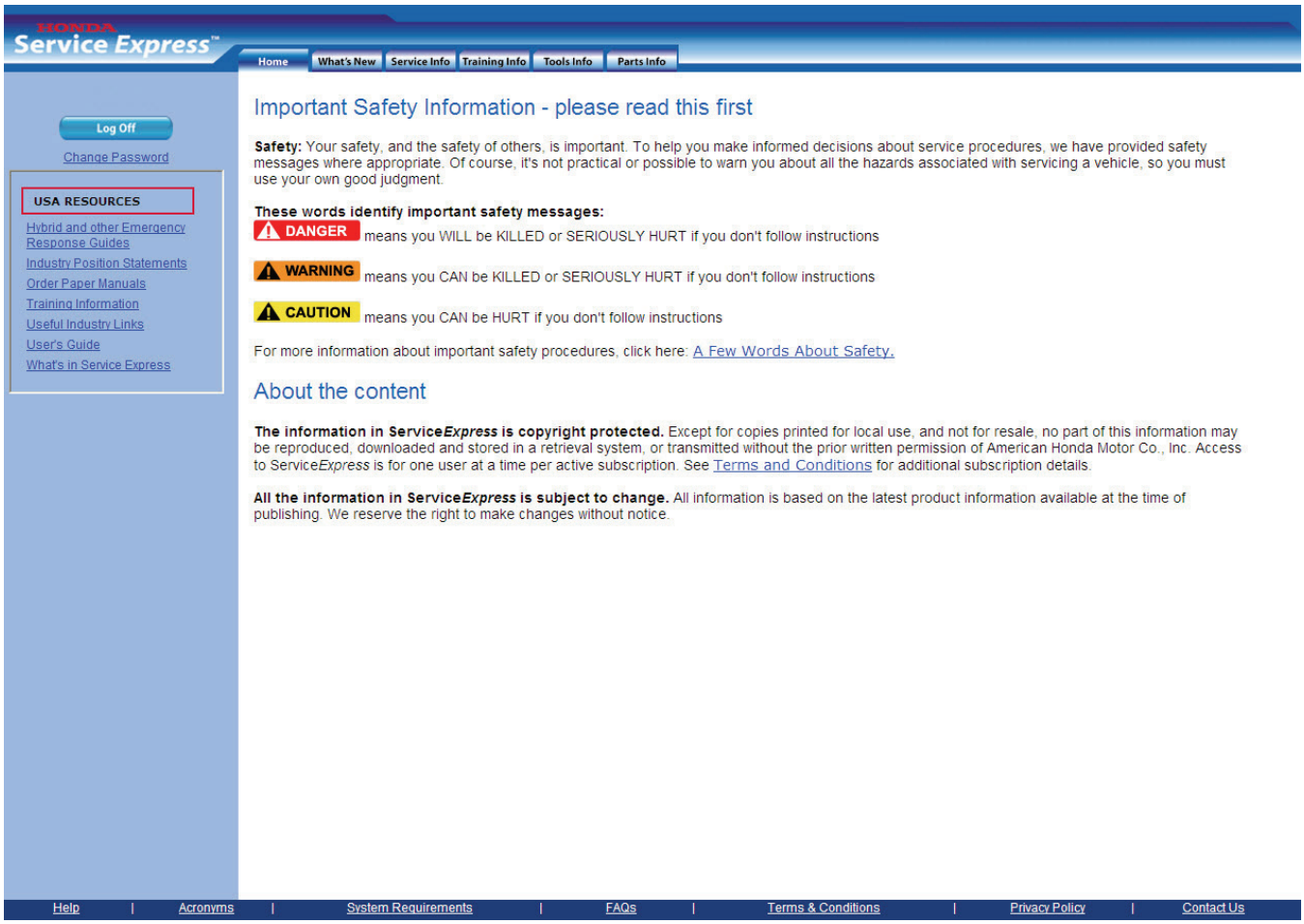
   See page 20 in this guide.

Subscription Types: USA Models and Canadian Models


HONDA
Service information at your fingertips.
The easiest and fastest way to find it online.
order history
my account
CATALOG | SIGN IN | BILLING | TERMS & CONDITIONS | PAYMENT | CONFIRMATION
Select one of the following:
Service Repair Information (ServiceExpress/SIS)
USA Models
ServiceExpress
Select one: Honda Acura
SIS (Service Information System)
Select one: Honda Acura
Canadian Models
ServiceExpress
Select one: Honda Acura
HDS Standard Diagnostic Software (USA Models)
Security Professionals - Key Code & Immobi Information (USA only)
U.S.
Canada

U.S. Home Screen

This screen comes up automatically after you log in. From here, you can begin your search for information by clicking on the **What's New**, **Service Info, Training Info, Tools Info,** or **Parts Info.** navigation tabs.


HONDA
Service Express
Home
What's New
Service Info
Training Info
Tools Info
Parts Info
Log Off
Change Password
USA RESOURCES
Hybrid and other Emergency Response Guides
Industry Position Statements
Order Paper Manuals
Training Information
Useful Industry Links
User's Guide
What's in Service Express
Important Safety Information - please read this first
Safety: Your safety, and the safety of others, is important. To help you make informed decisions about service procedures, we have provided safety messages where appropriate. Of course, it's not practical or possible to warn you about all the hazards associated with servicing a vehicle, so you must use your own good judgment.
These words identify important safety messages:
DANGER means you WILL be KILLED or SERIOUSLY HURT if you don't follow instructions
WARNING means you CAN be KILLED or SERIOUSLY HURT if you don't follow instructions
CAUTION means you CAN be HURT if you don't follow instructions
For more information about important safety procedures, click here: A Few Words About Safety.
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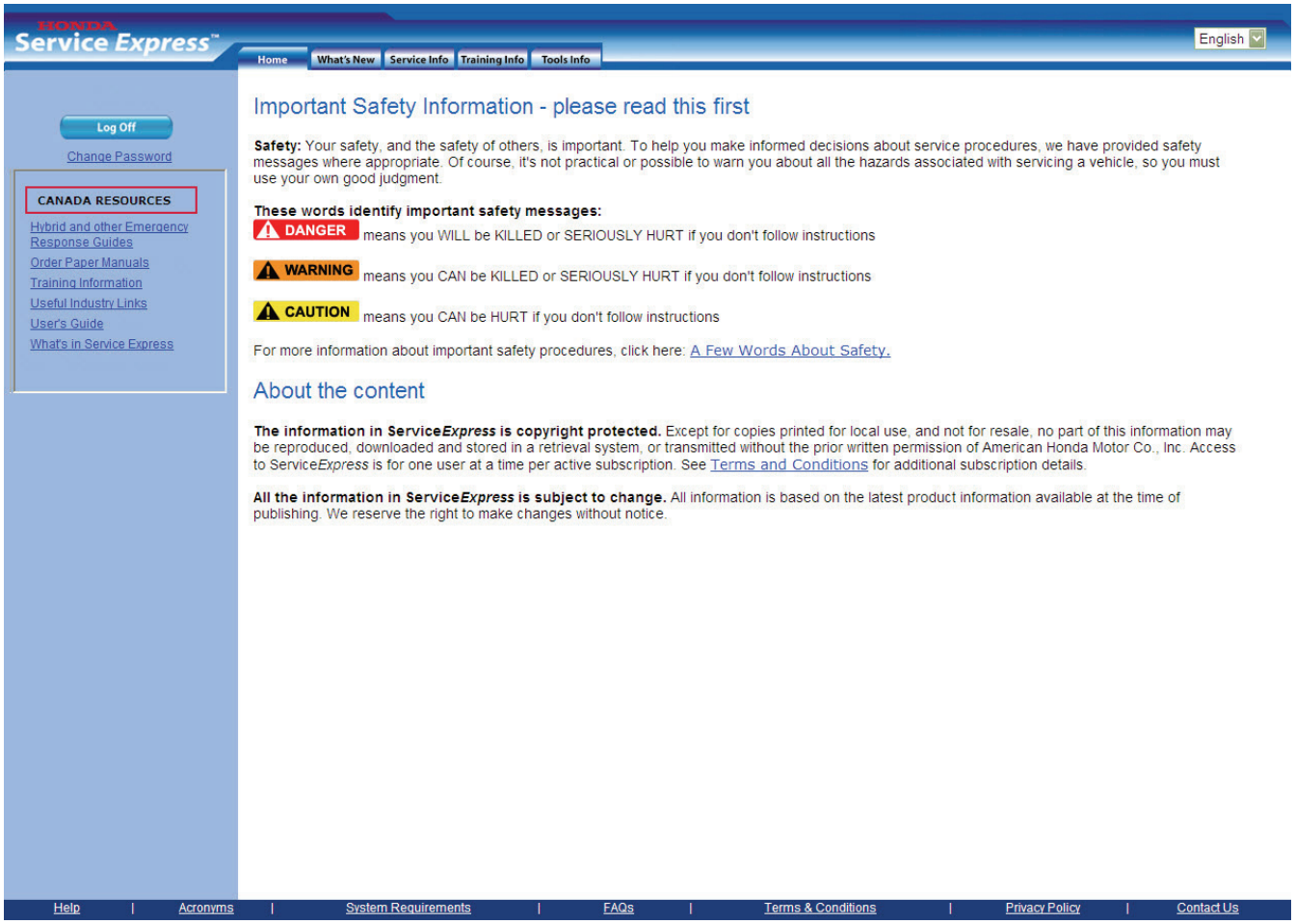
Help | Acronyms | System Requirements | FAQs | Terms & Conditions | Privacy Policy | Contact Us

Tip: To maximize the screen window, press F11 on your keyboard.

Canada Home Screen

This screen comes up automatically after you log in. From here, you can begin your search for information by clicking on the **What's New**, **Service Info, Training Info** or **Tools Info** navigation tabs.


HONDA
Service Express
English
Home
What's New
Service Info
Training Info
Tools Info
Log Off
Change Password
CANADA RESOURCES
Hybrid and other Emergency Response Guides
Order Paper Manuals
Training Information
Useful Industry Links
User's Guide
What's in Service Express
Important Safety Information - please read this first
Safety: Your safety, and the safety of others, is important. To help you make informed decisions about service procedures, we have provided safety messages where appropriate. Of course, it's not practical or possible to warn you about all the hazards associated with servicing a vehicle, so you must use your own good judgment.
These words identify important safety messages:
DANGER means you WILL be KILLED or SERIOUSLY HURT if you don't follow instructions
WARNING means you CAN be KILLED or SERIOUSLY HURT if you don't follow instructions
CAUTION means you CAN be HURT if you don't follow instructions
For more information about important safety procedures, click here: A Few Words About Safety.
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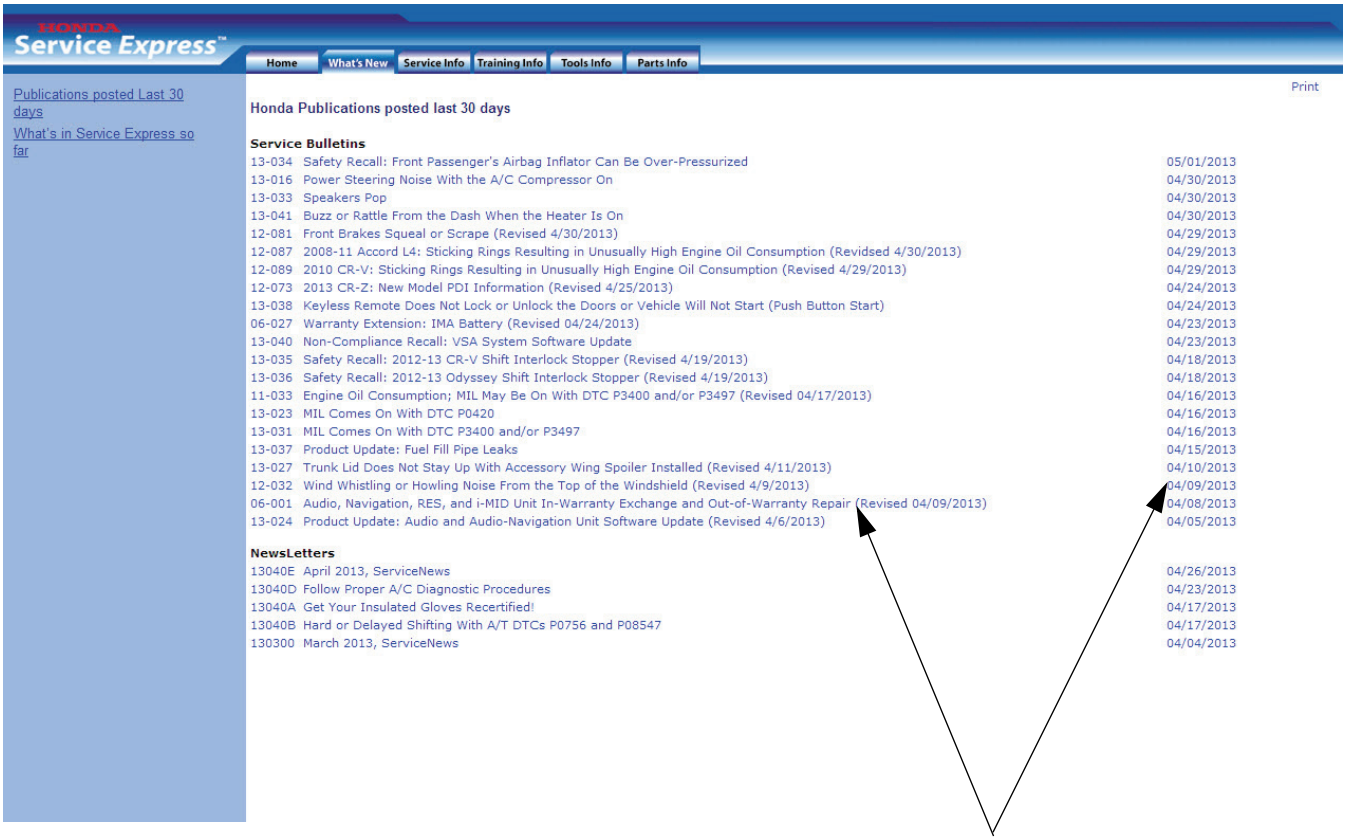
Tip: To maximize the screen window, press F11 on your keyboard.

U.S. and Canada What's New Screen

To move to the What's New Screen, click on the **What's New** navigation tab on the Service*Express* navigation bar.

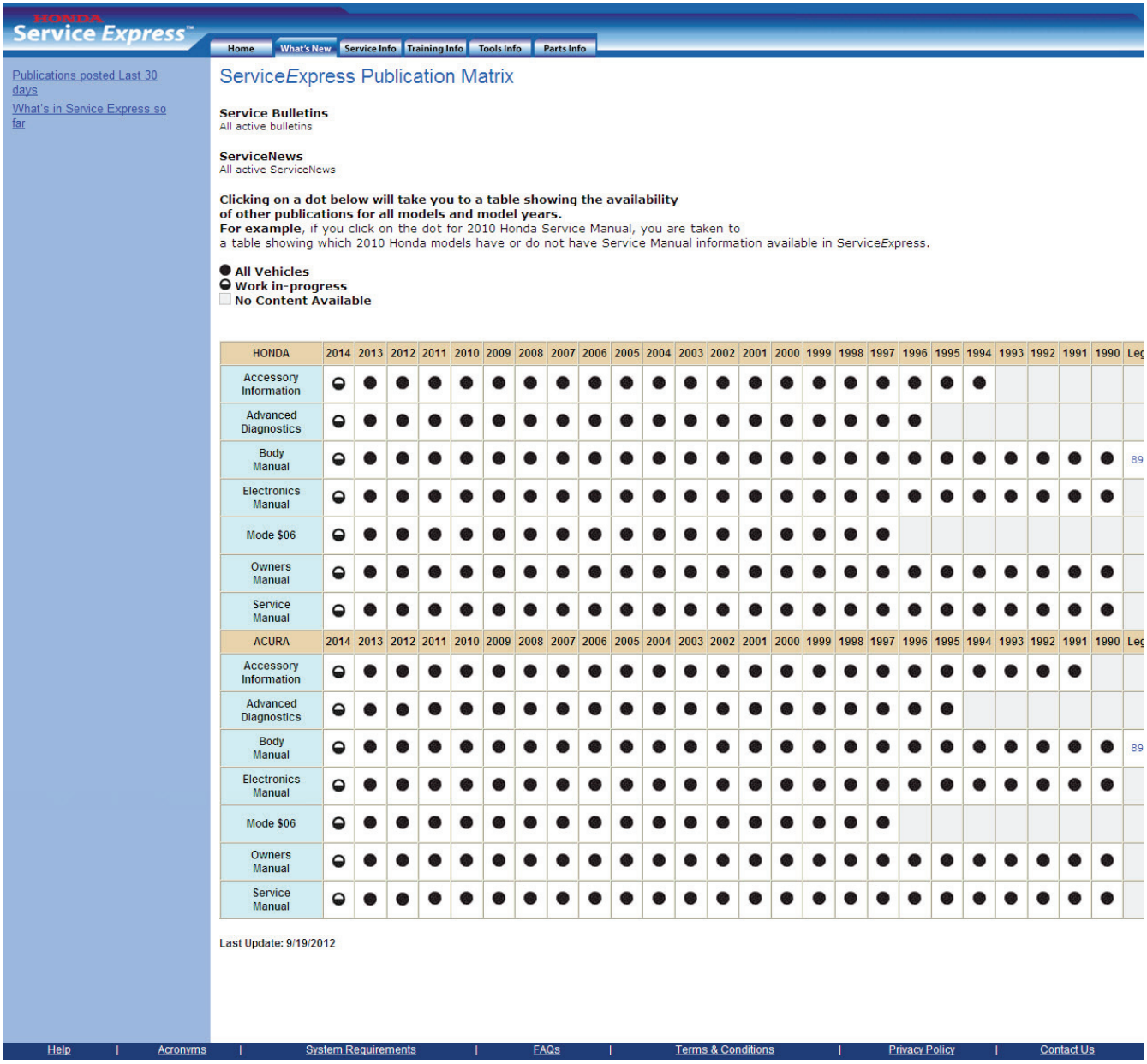
This screen lists the service information that was published recently, the current summary, and the latest changes to the Service*Express* system.

The What's New screen defaults to **Publications posted last 30 days.** This screen lists all the recently published service publication by category. The most current publications are located on the top of each category.


HONDA
Service Express™
Home
What's New
Service Info
Training Info
Tools Info
Parts Info
Publications posted Last 30 days
What's in Service Express so far
Print
Honda Publications posted last 30 days
Service Bulletins
13-034 Safety Recall: Front Passenger's Airbag Inflator Can Be Over-Pressurized 05/01/2013
13-016 Power Steering Noise With the A/C Compressor On 04/30/2013
13-033 Speakers Pop 04/30/2013
13-041 Buzz or Rattle From the Dash When the Heater Is On 04/30/2013
12-081 Front Brakes Squeal or Scrape (Revised 4/30/2013) 04/29/2013
12-087 2008-11 Accord L4: Sticking Rings Resulting in Unusually High Engine Oil Consumption (Revidsed 4/30/2013) 04/29/2013
12-089 2010 CR-V: Sticking Rings Resulting in Unusually High Engine Oil Consumption (Revised 4/29/2013) 04/29/2013
12-073 2013 CR-Z: New Model PDI Information (Revised 4/25/2013) 04/24/2013
13-038 Keyless Remote Does Not Lock or Unlock the Doors or Vehicle Will Not Start (Push Button Start) 04/24/2013
06-027 Warranty Extension: IMA Battery (Revised 04/24/2013) 04/23/2013
13-040 Non-Compliance Recall: VSA System Software Update 04/23/2013
13-035 Safety Recall: 2012-13 CR-V Shift Interlock Stopper (Revised 4/19/2013) 04/18/2013
13-036 Safety Recall: 2012-13 Odyssey Shift Interlock Stopper (Revised 4/19/2013) 04/18/2013
11-033 Engine Oil Consumption; MIL May Be On With DTC P3400 and/or P3497 (Revised 04/17/2013) 04/16/2013
13-023 MIL Comes On With DTC P0420 04/16/2013
13-031 MIL Comes On With DTC P3400 and/or P3497 04/16/2013
13-037 Product Update: Fuel Fill Pipe Leaks 04/15/2013
13-027 Trunk Lid Does Not Stay Up With Accessory Wing Spoiler Installed (Revised 4/11/2013) 04/10/2013
12-032 Wind Whistling or Howling Noise From the Top of the Windshield (Revised 4/9/2013) 04/09/2013
06-001 Audio, Navigation, RES, and i-MID Unit In-Warranty Exchange and Out-of-Warranty Repair (Revised 04/09/2013) 04/08/2013
13-024 Product Update: Audio and Audio-Navigation Unit Software Update (Revised 4/6/2013) 04/05/2013
NewsLetters
13040E April 2013, ServiceNews 04/26/2013
13040D Follow Proper A/C Diagnostic Procedures 04/23/2013
13040A Get Your Insulated Gloves Recertified! 04/17/2013
13040B Hard or Delayed Shifting With A/T DTCs P0756 and P08547 04/17/2013
130300 March 2013, ServiceNews 04/04/2013

You can open, review, and print any item displayed on the right by clicking on the *blue text links*.

For a summary of the publications currently available in Service*Express*, and a listing of the models and years for these publications, click the **What's in Service*Express* so far** category on the left side of the screen.


HONDA
Service Express
Home
What's New
Service Info
Training Info
Tools Info
Parts Info
Publications posted Last 30 days
What's in Service Express so far
ServiceExpress Publication Matrix
Service Bulletins
All active bulletins
ServiceNews
All active ServiceNews
Clicking on a dot below will take you to a table showing the availability of other publications for all models and model years.
For example, if you click on the dot for 2010 Honda Service Manual, you are taken to a table showing which 2010 Honda models have or do not have Service Manual information available in ServiceExpress.
All Vehicles
Work in-progress
No Content Available
HONDA 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 1999 1998 1997 1996 1995 1994 1993 1992 1991 1990 Leg
Accessory Information
Advanced Diagnostics
Body Manual
Electronics Manual
Mode $06
Owners Manual
Service Manual
ACURA 2014 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 1999 1998 1997 1996 1995 1994 1993 1992 1991 1990 Leg
Accessory Information
Advanced Diagnostics
Body Manual
Electronics Manual
Mode $06
Owners Manual
Service Manual
Last Update: 9/19/2012
Help | Acronyms | System Requirements | FAQs | Terms & Conditions | Privacy Policy | Contact Us

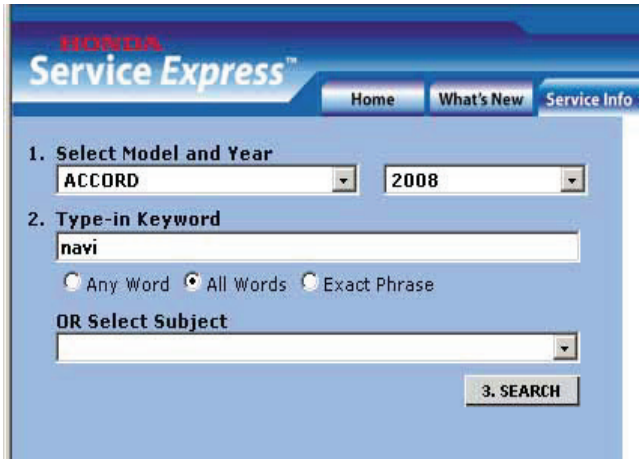
Click on any ● within the matrix, and a publication specific matrix is shown indicating what is currently available within Service*Express*

U.S. and Canada Service Info Screen

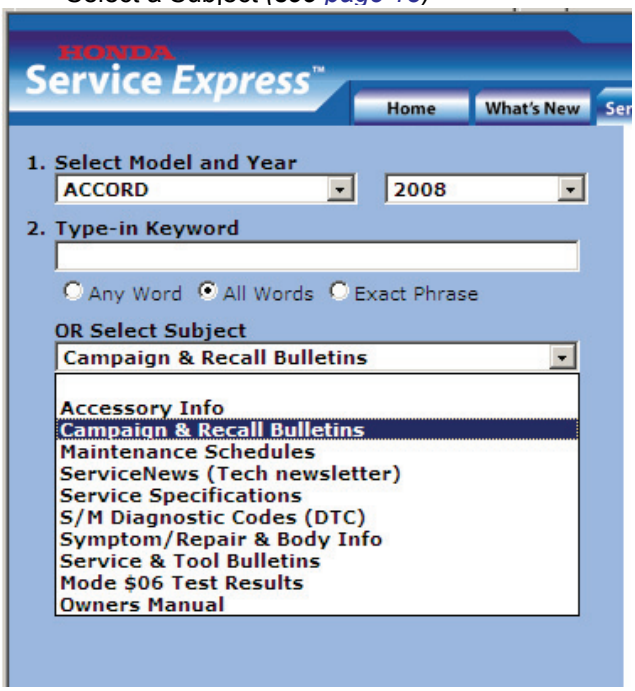
Use this screen to find repair information for a specific vehicle with a customer complaint or problem. Search for DTC, symptom, or repair information; along with related bulletins, newsletter articles, and body repair information.

After identifying the vehicle by model and year, you can begin your search two different ways:

Type in a Keyword *(see page 11)*



Select a Subject *(see page 13)*



How to Search by Keyword

1. After identifying the vehicle by model and year, enter your keyword or words.

   The keyword search looks for words that match:

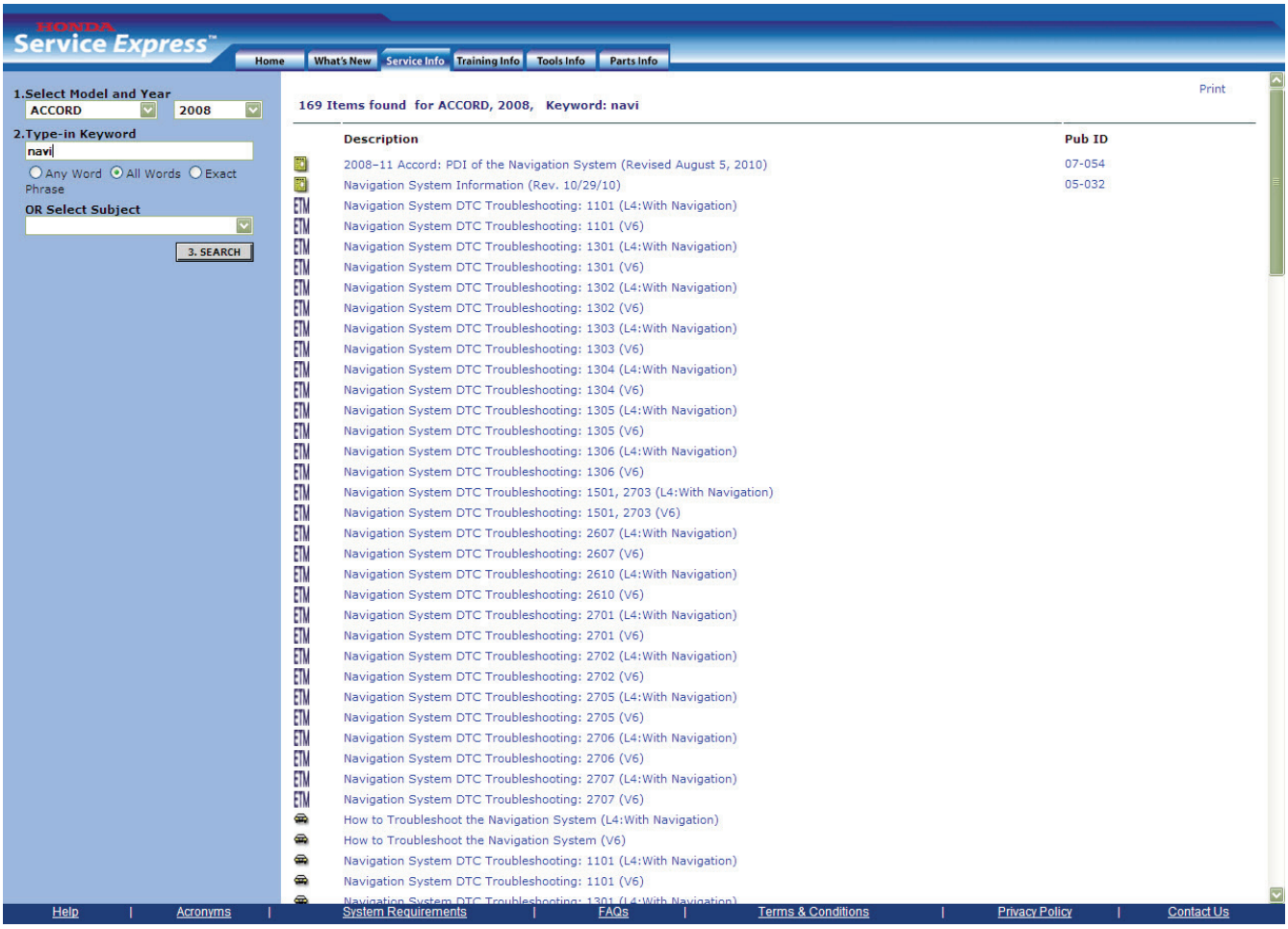
   - Words in the title of a document or article
   - System or component name
   - Symptom name (see page 12 for a list of standard symptom categories)
   - DTC Codes

   Note: Keywords are not case sensitive but must be spelled correctly (see page 12 for *Basic Tips for Using Keywords*).

2. Choose one of the following options:

   - **Any Word:** Gives you a list of documents that contain *at least one* of the search terms you enter, in any order. This is a good option when doing a keyword search. **Any Word** will return the largest list of documents, so you may need to scroll through to find the desired document.
   - **All Words:** Gives you a list of documents that contain *all* the search terms you enter, in any order. This is the default choice and is generally the best option if you want a more focused and narrowed list of documents. However, using **All Words** may prevent you from finding similar documents that don't contain *all* of the keywords you enter.
   - **Exact Phrase:** Gives you a list of documents that contain the exact phrase you enter, in the exact order. This option is generally used when you already know the name of the document.

3. Finally, click on the **SEARCH** button.


HONDA
Service Express
Home
What's New
Service Info
Training Info
Tools Info
Parts Info
1.Select Model and Year
ACCORD
2008
2.Type-in Keyword
navi
Any Word
All Words
Exact Phrase
OR Select Subject
3. SEARCH
Print
169 Items found for ACCORD, 2008, Keyword: navi
Description
Pub ID
2008-11 Accord: PDI of the Navigation System (Revised August 5, 2010)
07-054
Navigation System Information (Rev. 10/29/10)
05-032
Navigation System DTC Troubleshooting: 1101 (L4:With Navigation)
Navigation System DTC Troubleshooting: 1101 (V6)
Navigation System DTC Troubleshooting: 1301 (L4:With Navigation)
Navigation System DTC Troubleshooting: 1301 (V6)
Navigation System DTC Troubleshooting: 1302 (L4:With Navigation)
Navigation System DTC Troubleshooting: 1302 (V6)
Navigation System DTC Troubleshooting: 1303 (L4:With Navigation)
Navigation System DTC Troubleshooting: 1303 (V6)
Navigation System DTC Troubleshooting: 1304 (L4:With Navigation)
Navigation System DTC Troubleshooting: 1304 (V6)
Navigation System DTC Troubleshooting: 1305 (L4:With Navigation)
Navigation System DTC Troubleshooting: 1305 (V6)
Navigation System DTC Troubleshooting: 1306 (L4:With Navigation)
Navigation System DTC Troubleshooting: 1306 (V6)
Navigation System DTC Troubleshooting: 1501, 2703 (L4:With Navigation)
Navigation System DTC Troubleshooting: 1501, 2703 (V6)
Navigation System DTC Troubleshooting: 2607 (L4:With Navigation)
Navigation System DTC Troubleshooting: 2607 (V6)
Navigation System DTC Troubleshooting: 2610 (L4:With Navigation)
Navigation System DTC Troubleshooting: 2610 (V6)
Navigation System DTC Troubleshooting: 2701 (L4:With Navigation)
Navigation System DTC Troubleshooting: 2701 (V6)
Navigation System DTC Troubleshooting: 2702 (L4:With Navigation)
Navigation System DTC Troubleshooting: 2702 (V6)
Navigation System DTC Troubleshooting: 2705 (L4:With Navigation)
Navigation System DTC Troubleshooting: 2705 (V6)
Navigation System DTC Troubleshooting: 2706 (L4:With Navigation)
Navigation System DTC Troubleshooting: 2706 (V6)
Navigation System DTC Troubleshooting: 2707 (L4:With Navigation)
Navigation System DTC Troubleshooting: 2707 (V6)
How to Troubleshoot the Navigation System (L4:With Navigation)
How to Troubleshoot the Navigation System (V6)
Navigation System DTC Troubleshooting: 1101 (L4:With Navigation)
Navigation System DTC Troubleshooting: 1101 (V6)
Help
Acronyms
System Requirements
FAQs
Terms & Conditions
Privacy Policy
Contact Us

How to Search by Keyword (Continued)

Basic Tips for Using Keywords

Keywords **must** be spelled correctly to work. If you're not sure how to spell a word, you can use a part of the word,

- Use the *shortest form* of the word. For example, try "evap" instead of "evaporative."
- Use the singular form of the word. For example, try "belt" not "belts."

Standard Symptom Categories

In many cases, the symptom your customer is describing will fit into a standard Service*Express* symptom category. If so, use that exact category name for the keyword. Standard Service*Express* symptom categories are:

- Driveability
- Performance
- Fluid Leaks
- NVH (Noise, Vibration, Harshness)
- Smell
- Water Leak
- Wind Noise

Keywords that Work Well

These are examples of some common keywords:

System names

- ABS
- immobilizer (or immobi)
- SRS
- evaporative (or evap)

Component names

- bumper
- hood
- filter
- trunk

Specific Diagnostic Troubleshooting Codes (DTCs)

- P1457
- P0740
- 15-3
- 12-4

How to Search by Subject

To perform a broad search across all relevant information, select either the **S/M Diagnostic Codes (DTC)** subject, or the **Symptom/Repair & Body Info** subject. Then click **SEARCH**.

Both of these subjects are designed to give you service manual information and other relevant information.

Select **S/M Diagnostic Codes (DTC)** to get all service manual DTC troubleshooting info, plus:

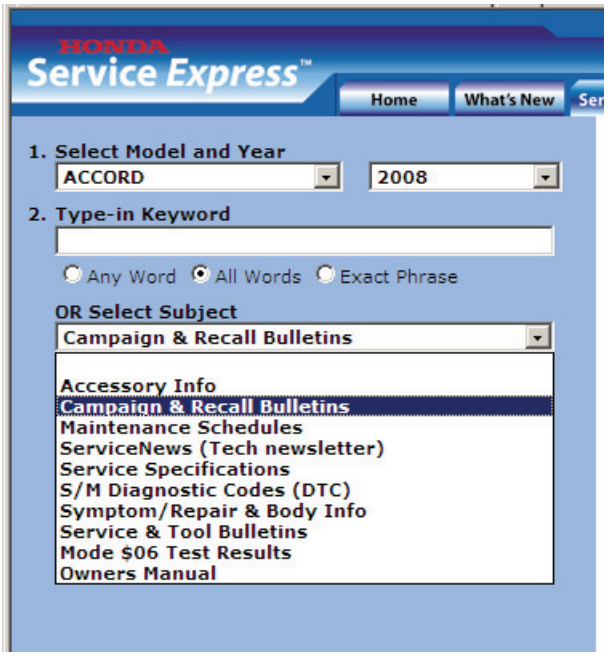
- DTC-related advanced diagnostic info
- DTC-related campaign bulletins
- DTC-related technical service bulletins
- DTC-related *ServiceNews* articles

Select **Symptom/Repair & Body Info** to get all service manual symptom and repair procedures, plus:

- Maintenance schedules
- Service specifications
- Campaign and recall bulletins
- Technical service bulletins
- *ServiceNews* articles
- Wiring diagrams

Select one of the following subject categories to narrow your search:

- Accessory Info
- Campaign & Recall Bulletins
- Maintenance Schedules
- *ServiceNews* (Tech newsletter)
- Service Specifications
- S/M Diagnostic Codes (DTC)
- Symptom/Repair & Body Info
- Service & Tool Bulletins
- Mode $06 Test Results
- Owners Manual



HONDA
Service Express™
Home
What's New
Service Info
Training Info
Tools Info
Parts Info
1.Select Model and Year
ACCORD
2008
2.Type-in Keyword
Any Word
All Words
Exact Phrase
OR Select Subject
Symptom/Repair & Body Info
3.Select System
4. SEARCH
Vehicle General Information
Engine
Charging System
Chassis and Paint Codes
Cooling System
Cruise Control System
Cylinder Head Assembly
ECM/PCM
Engine Assembly and Mounts
Engine Block Assembly
Exhaust System
Identification Number Locations
Ignition System
Lubrication System
PCM
Starting System
Fuel and Emissions
Suspension
Brakes
Trans/Driveline
Steering
HVAC
Driving Support & Restraints
Body
Symptom
Print
75 Items found for ACCORD, 2008, Engine>Charging System
Description
Pub ID
Alternator Testing With the GR8 Alternator/Starter Tester (AST) (Revised 2/27/2013) 12-002
Service Manual Update: Alternator Testing (Replaced By A12-002) 10-054
Don't Overtighten Those Battery Hold-Down Nuts 09010C
Don't Use Volts to Compare MAP Sensor to BARO Sensor Values 07120B
Electronic Component Troubleshooting Tips 07080G
Excessive Parasitic Draw? Check If the B-CAN System Is Awake 08070K
Headlights & Dash Lights Dim With Electrical Load (Normal ELD) 001201
Charging System Electrical Schematic (L4)
Charging System Electrical Schematic (V6)
Alternator and Regulator Circuit Troubleshooting (L4)
Alternator and Regulator Circuit Troubleshooting (V6)
Alternator Control Circuit Troubleshooting (L4)
Alternator Control Circuit Troubleshooting (V6)
Battery discharged (L4)
Battery discharged (V6)
Battery overcharged (L4)
Battery overcharged (V6)
Charging System Indicator Circuit Troubleshooting (L4)
Charging System Indicator Circuit Troubleshooting (V6)
Charging system indicator does not come on with the ignition switch in ON (II) (L4)
Charging system indicator does not come on with the ignition switch in ON (II) (V6)
Charging system indicator stays on (L4)
Charging system indicator stays on (V6)
Low or dead battery (L4)
Low or dead battery (V6)
Over-run alternator decoupler (OAD) pulley is making an abnormal noise ('11-12 models J35Z2 engine) (V6)
Battery Charge Low Message: What it Means and What to do about it.
Get To Know The GR8 Battery Charger

Search Results

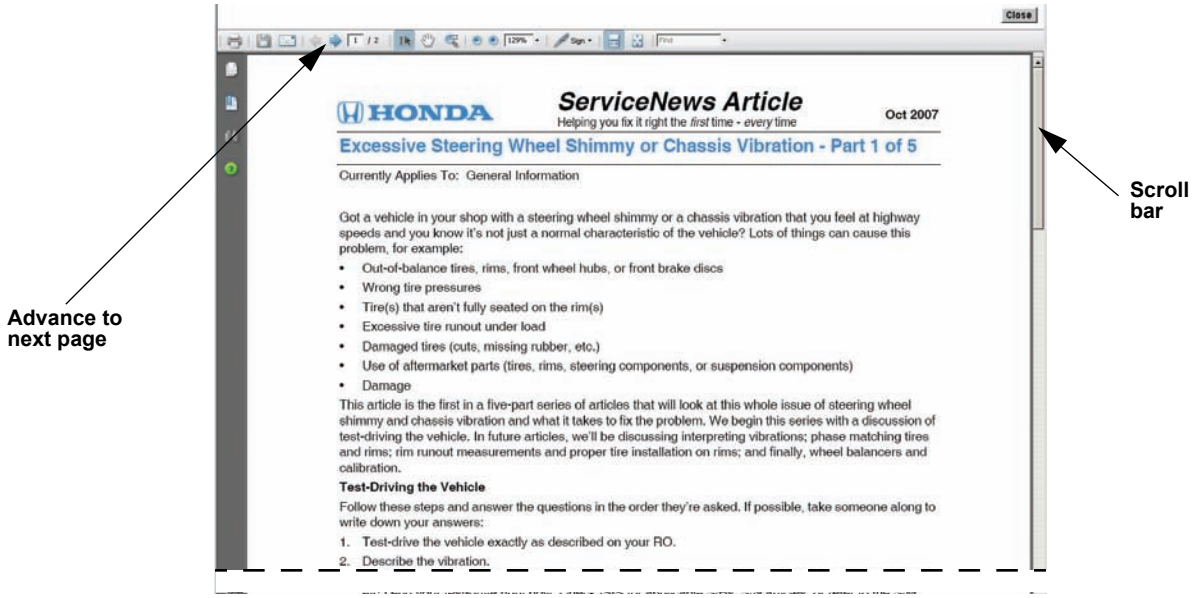
After you have selected your search criteria and clicked **SEARCH**, Service*Express* retrieves all service information related to the subject or keyword. Search results are displayed on the right side of the screen, grouped by category. The publication titles are shown in blue. Click on the text to open the publication for viewing and printing.

In the search results, each publication has an icon to the left of the title which represents the publication type. You can determine the publication type by moving the mouse pointer over the icon and leaving it there for a second or two. A pop-up box appears with a description of that particular icon.

After clicking on the link, a new window opens to display the publication you selected.

Service Bulletins and *ServiceNews* Articles

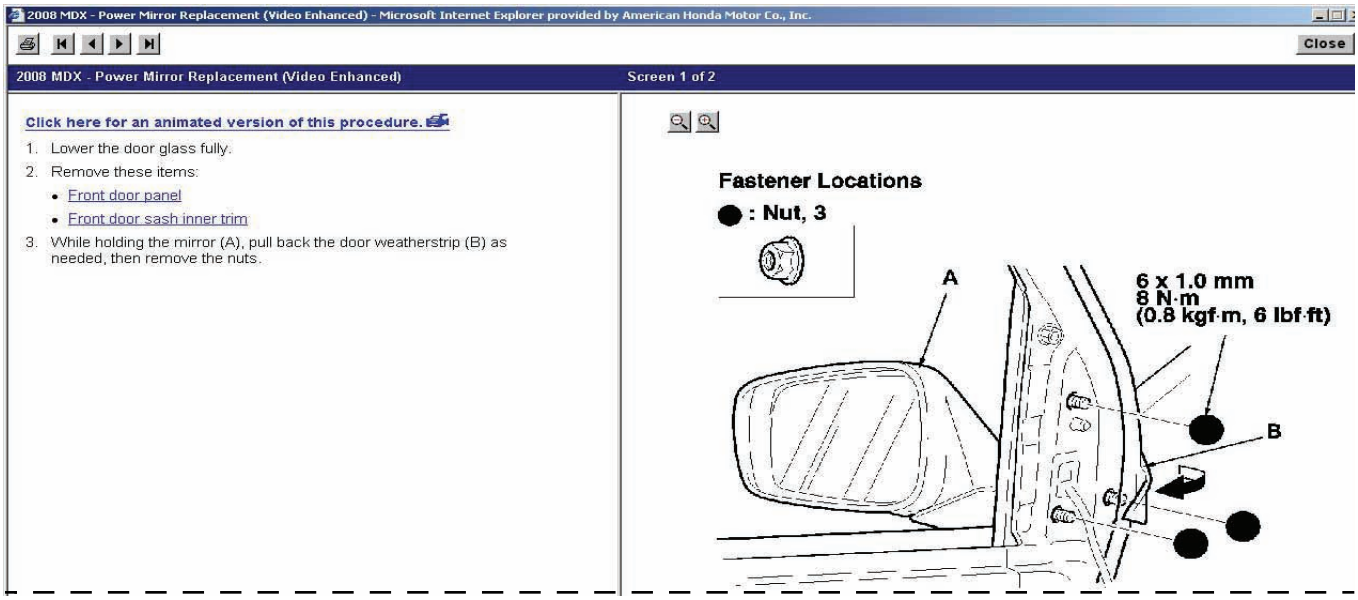
Once the publication is open, use the bar on the right to scroll through the document, or click the arrow on the


Close
HONDA
ServiceNews Article
Helping you fix it right the first time - every time
Oct 2007
Excessive Steering Wheel Shimmy or Chassis Vibration - Part 1 of 5
Currently Applies To: General Information
Got a vehicle in your shop with a steering wheel shimmy or a chassis vibration that you feel at highway speeds and you know it's not just a normal characteristic of the vehicle? Lots of things can cause this problem, for example:
Out-of-balance tires, rims, front wheel hubs, or front brake discs
Wrong tire pressures
Tire(s) that aren't fully seated on the rim(s)
Excessive tire runout under load
Damaged tires (cuts, missing rubber, etc.)
Use of aftermarket parts (tires, rims, steering components, or suspension components)
Damage
This article is the first in a five-part series of articles that will look at this whole issue of steering wheel shimmy and chassis vibration and what it takes to fix the problem. We begin this series with a discussion of test-driving the vehicle. In future articles, we'll be discussing interpreting vibrations; phase matching tires and rims; rim runout measurements and proper tire installation on rims; and finally, wheel balancers and calibration.
Test-Driving the Vehicle
Follow these steps and answer the questions in the order they're asked. If possible, take someone along to write down your answers:
1. Test-drive the vehicle exactly as described on your RO.
2. Describe the vibration.
Advance to next page
Scroll bar

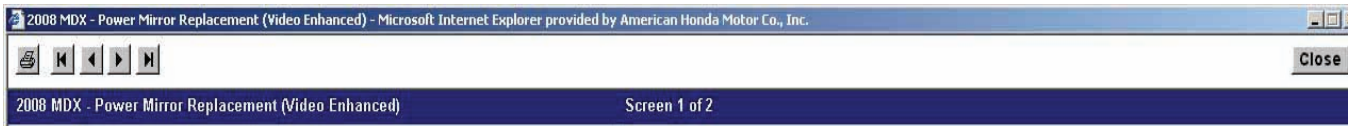
After reviewing the publication, you can return to the **Search Results** by clicking on the **Close** button on the toolbar.

Navigating Service Manual Information (Late-Model Vehicles)

When you select a service manual procedure for a late-model vehicle, you see a screen layout similar to the one shown, with the text on the left and the graphics on the right. (Navigation information for older, or “Legacy” vehicles, is found on page 17.)


2008 MDX - Power Mirror Replacement (Video Enhanced) - Microsoft Internet Explorer provided by American Honda Motor Co., Inc.
Close
2008 MDX - Power Mirror Replacement (Video Enhanced)
Screen 1 of 2
Click here for an animated version of this procedure.
1. Lower the door glass fully.
2. Remove these items:
• Front door panel
• Front door sash inner trim
3. While holding the mirror (A), pull back the door weatherstrip (B) as needed, then remove the nuts.
Fastener Locations
● : Nut, 3
A
B
6 x 1.0 mm
8 N·m
(0.8 kgf·m, 6 lbf·ft)

This tool bar is used for late-model vehicles:


2008 MDX - Power Mirror Replacement (Video Enhanced) - Microsoft Internet Explorer provided by American Honda Motor Co., Inc.
Close
2008 MDX - Power Mirror Replacement (Video Enhanced)
Screen 1 of 2

You can view a brief description of each button’s function by moving the cursor over the button for a few seconds. A pop-up that describes the button’s function will appear.

To print a service manual procedure, click on the **Print Preview** button. Once the print preview is open, click **File**, then click **Print**. When the print window opens, choose the number of copies you want, then click **OK**.

Click on the **First Screen** button to go back to the first screen of a procedure.

Click on the **Previous Screen** button to go to the previous screen within a procedure.

Click on the **Next Screen** button to go to the next screen within a procedure.

Note: If this button is white and you cannot click on it, look for blue text within the last step on the screen that says “Go to step _” and click on it. This takes you to the next step or screen.

Click on the **Last Screen** button to go to the last screen of a procedure.

Colored Links Within a Service Manual Procedure

Clicking on a *blue link* within a procedure, will take you to the item specified in the text. For example, when you click a blue link for a part number under **Required Special Tools**, a new window opens with an illustration of that tool. Click the **Close** button to close that window.

- When you click on blue text that is a “go to” link (ex: Go to step 3), you are taken to the step specified in the text.
- When you click on blue text that is another procedure (ex.: “Remove the alternator”), you are taken to that procedure.

A *green link* within a procedure, usually the name of a component, opens a new window with a list of items directly related to that component. You can click on any link in this new window to view that information, or click on the “X” in the upper right corner to close the new window.

Purple text within any service manual procedure is an active link (blue or green) that has been previously viewed. You can click on the purple text to use the link again.

List of Previous Procedures

To quickly return to the original procedure, click on **LIST OF PREVIOUS PROCEDURES**, and select the procedure you want to return to. You will be taken back to the exact screen you left.

You can also click on the **Previous Screen** button and return one screen at a time.

Navigating Service Manual Information (Legacy Models)

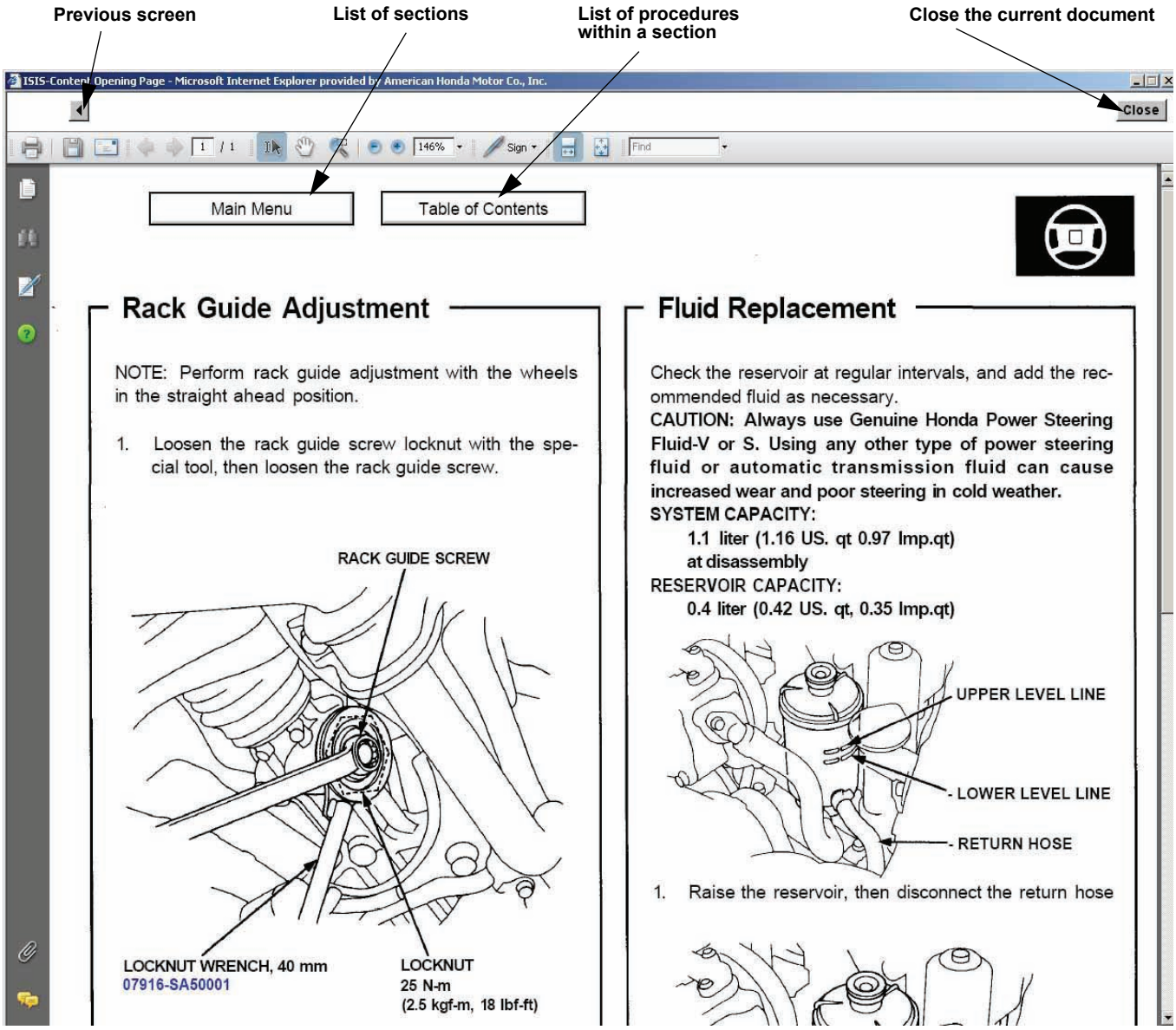
Service manuals for legacy models are based directly on paper manuals (page-based), and you have two methods to find the information:

- **Navigation within a procedure:** By navigating page-by-page within a selected procedure
- **Navigation as a book:** By searching across the “Book” using the table of contents and menu buttons

Navigation within a procedure: The tool bar has buttons similar to those found on the service manual information screens for the late-model vehicles. You can view a brief description of each button’s function by moving the cursor over the button for a few seconds. A pop-up that describes the button’s function will appear.

You can also navigate link-to-link within a procedure. To do this, click your way back, step-by-step, using the **Previous Screen** button on the navigation bar.

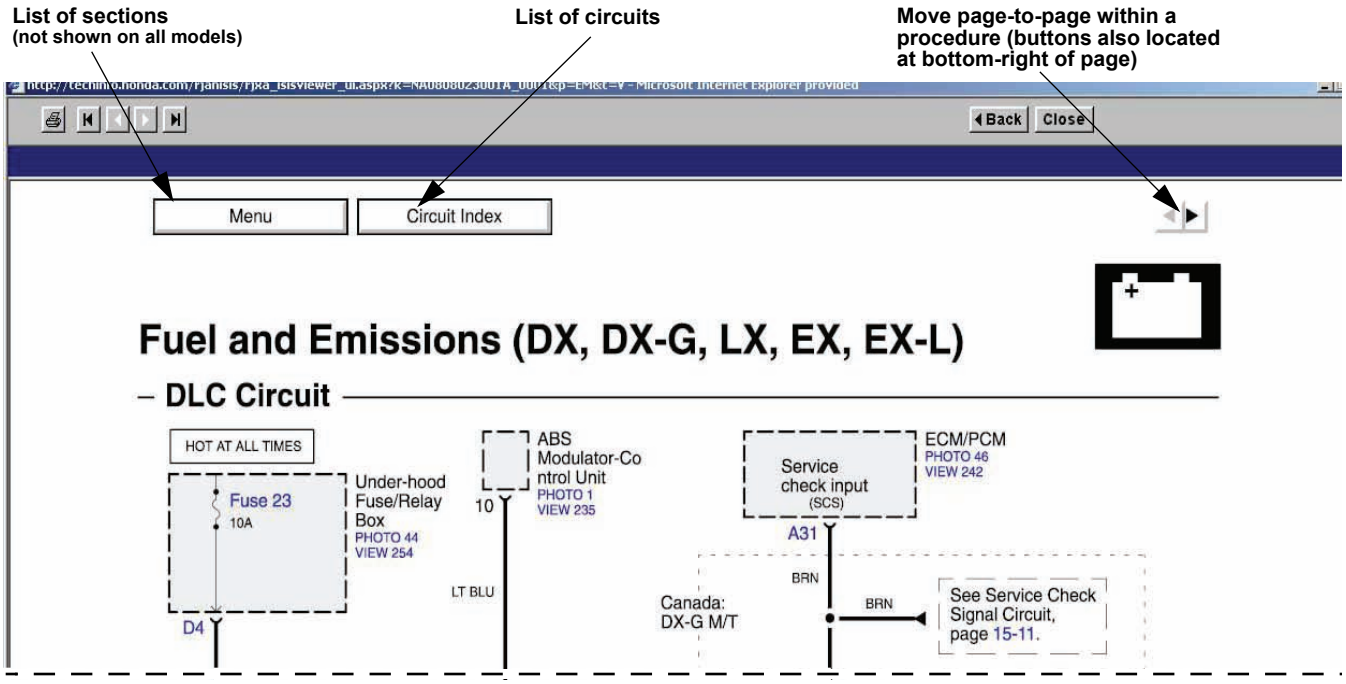
Navigation as a book: Legacy service manual information can also be navigated by using the **Main Menu** or **Table of Contents** buttons located at the top of each page. Search the **Main Menu** by section, or search the **Table of Contents** for a specific procedure within a section.


Previous screen
List of sections
List of procedures within a section
Close the current document
ISIS-Content Opening Page - Microsoft Internet Explorer provided by American Honda Motor Co., Inc.
Close
Main Menu
Table of Contents
Rack Guide Adjustment
NOTE: Perform rack guide adjustment with the wheels in the straight ahead position.
1. Loosen the rack guide screw locknut with the special tool, then loosen the rack guide screw.
RACK GUIDE SCREW
LOCKNUT WRENCH, 40 mm
07916-SA50001
LOCKNUT
25 N-m
(2.5 kgf-m, 18 lbf-ft)
Fluid Replacement
Check the reservoir at regular intervals, and add the recommended fluid as necessary.
CAUTION: Always use Genuine Honda Power Steering Fluid-V or S. Using any other type of power steering fluid or automatic transmission fluid can cause increased wear and poor steering in cold weather.
SYSTEM CAPACITY:
1.1 liter (1.16 US. qt 0.97 Imp.qt)
at disassembly
RESERVOIR CAPACITY:
0.4 liter (0.42 US. qt, 0.35 Imp.qt)
UPPER LEVEL LINE
LOWER LEVEL LINE
RETURN HOSE
1. Raise the reservoir, then disconnect the return hose

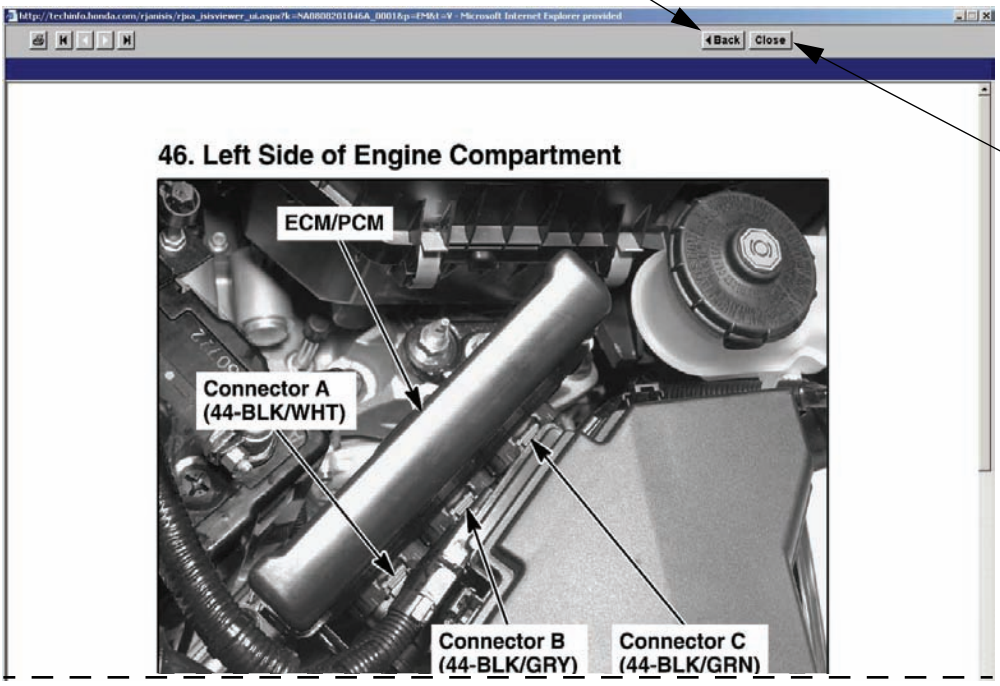
Navigating Electrical Troubleshooting Manual (ETM) Diagrams

The wiring diagrams for all vehicles are based on that model's electronic troubleshooting manual (ETM), and you use navigation methods similar to those for legacy service manuals. This means that you have the option of searching within a selected procedure, or you can search the ETM like a book.

The ETM navigation takes place on the page itself. You can search the content as a book, by section, or by circuit. When you've selected a circuit, you can change pages by using the arrow buttons at the top right of each page (if more than one page is used for a particular circuit).

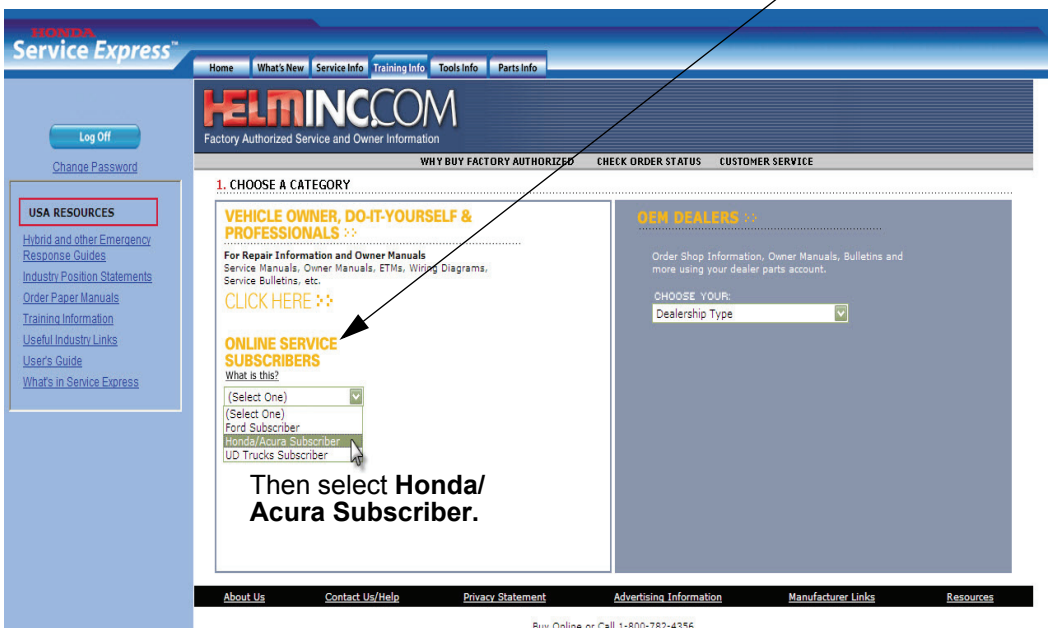


If you click on a linked procedure and want to get back, use the **Back** button on the navigation bar.



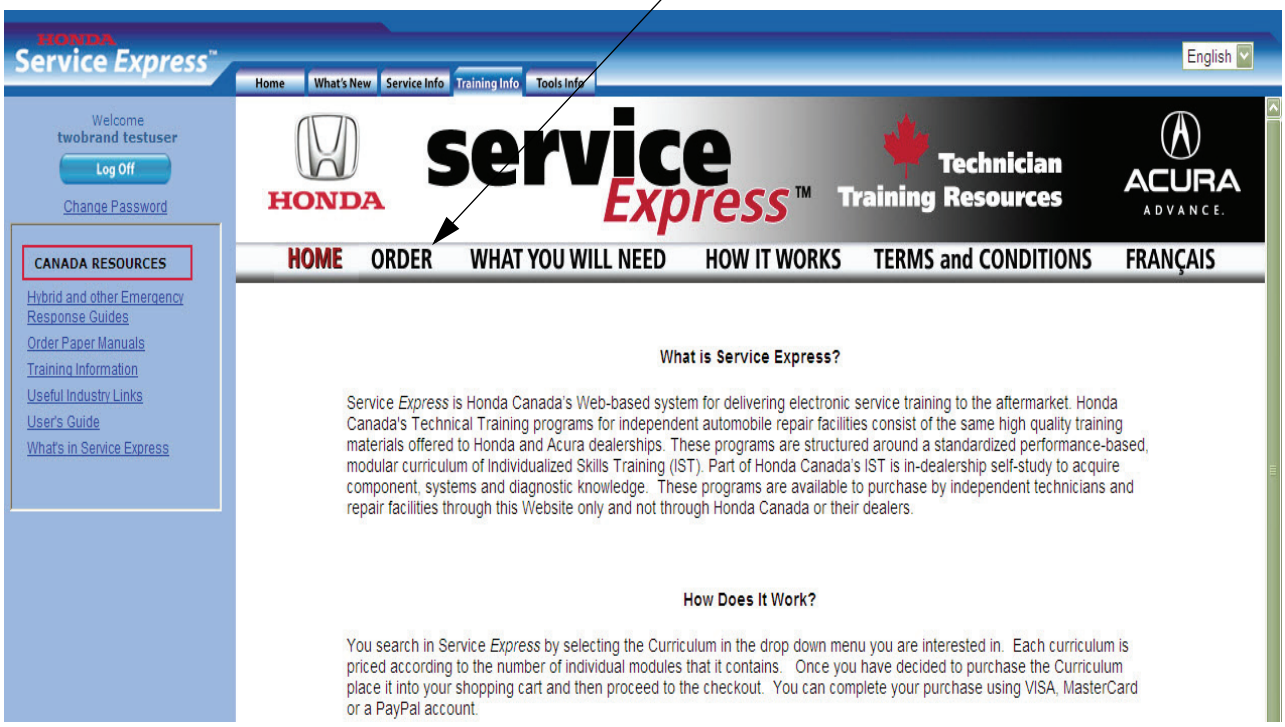
U.S. Training Info Screen

To purchase Honda and Acural training modules, click on the **Online Service Subscribers** drop down.



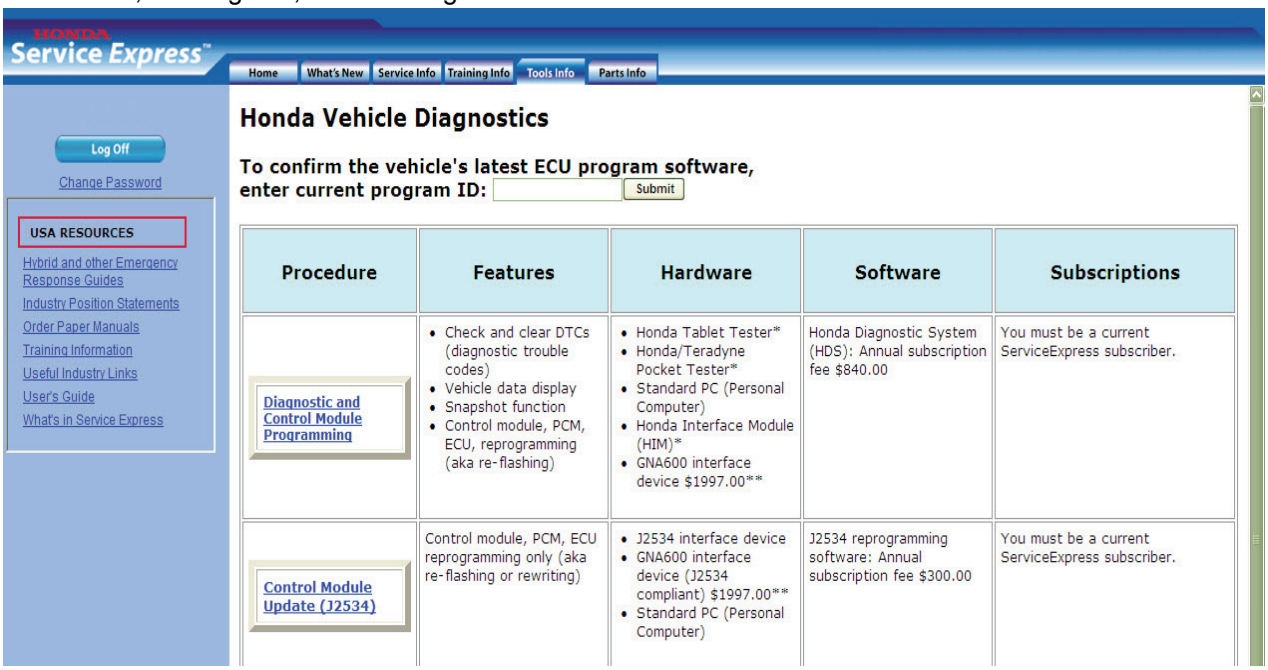
Canada Training Info Screen

To purchase Honda and Acural training modules, click on **Order**. Follow the directions to complete your purchase.


Service Express
English
Home
What's New
Service Info
Training Info
Tools Info
Welcome
twobrand testuser
Log Off
Change Password
CANADA RESOURCES
Hybrid and other Emergency Response Guides
Order Paper Manuals
Training Information
Useful Industry Links
User's Guide
What's in Service Express
HONDA
service Express™
Technician Training Resources
ACURA
ADVANCE.
HOME
ORDER
WHAT YOU WILL NEED
HOW IT WORKS
TERMS and CONDITIONS
FRANÇAIS
What is Service Express?
Service Express is Honda Canada's Web-based system for delivering electronic service training to the aftermarket. Honda Canada's Technical Training programs for independent automobile repair facilities consist of the same high quality training materials offered to Honda and Acura dealerships. These programs are structured around a standardized performance-based, modular curriculum of Individualized Skills Training (IST). Part of Honda Canada's IST is in-dealership self-study to acquire component, systems and diagnostic knowledge. These programs are available to purchase by independent technicians and repair facilities through this Website only and not through Honda Canada or their dealers.
How Does It Work?
You search in Service Express by selecting the Curriculum in the drop down menu you are interested in. Each curriculum is priced according to the number of individual modules that it contains. Once you have decided to purchase the Curriculum place it into your shopping cart and then proceed to the checkout. You can complete your purchase using VISA, MasterCard or a PayPal account.

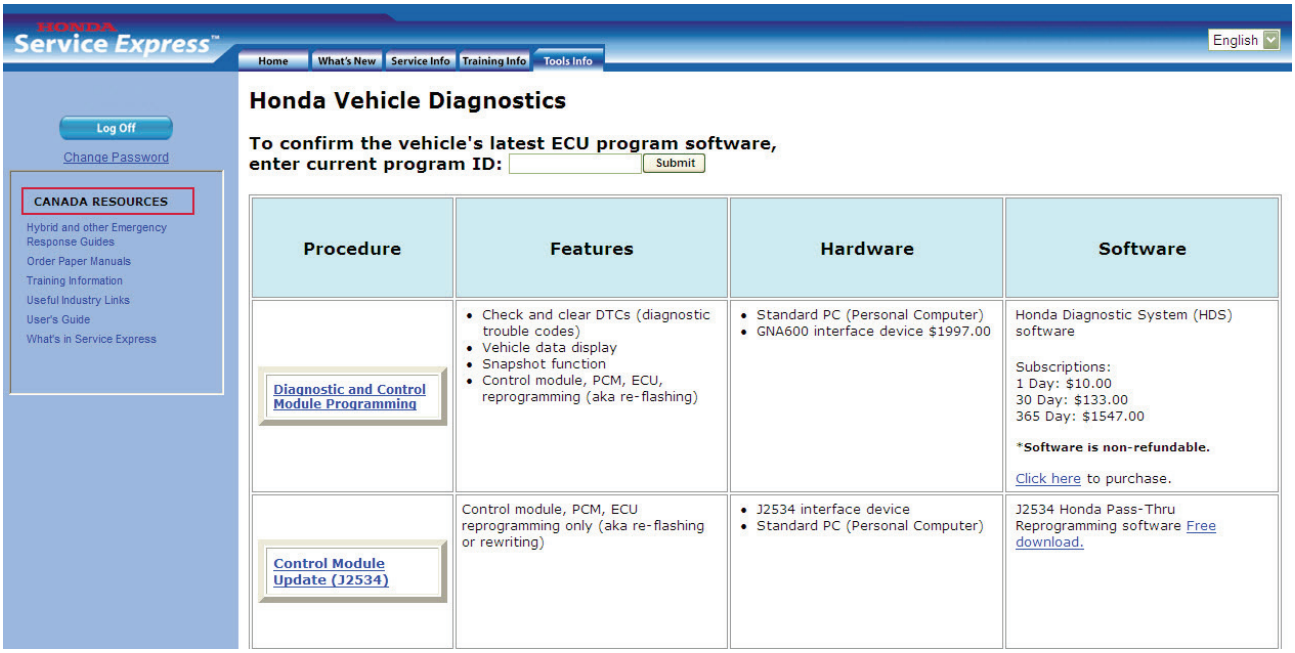
U.S. Tools Info Screen

Tool availability and functionality descriptions are provided on this page. Click on a procedure for detailed information, user's guide, and ordering instructions.



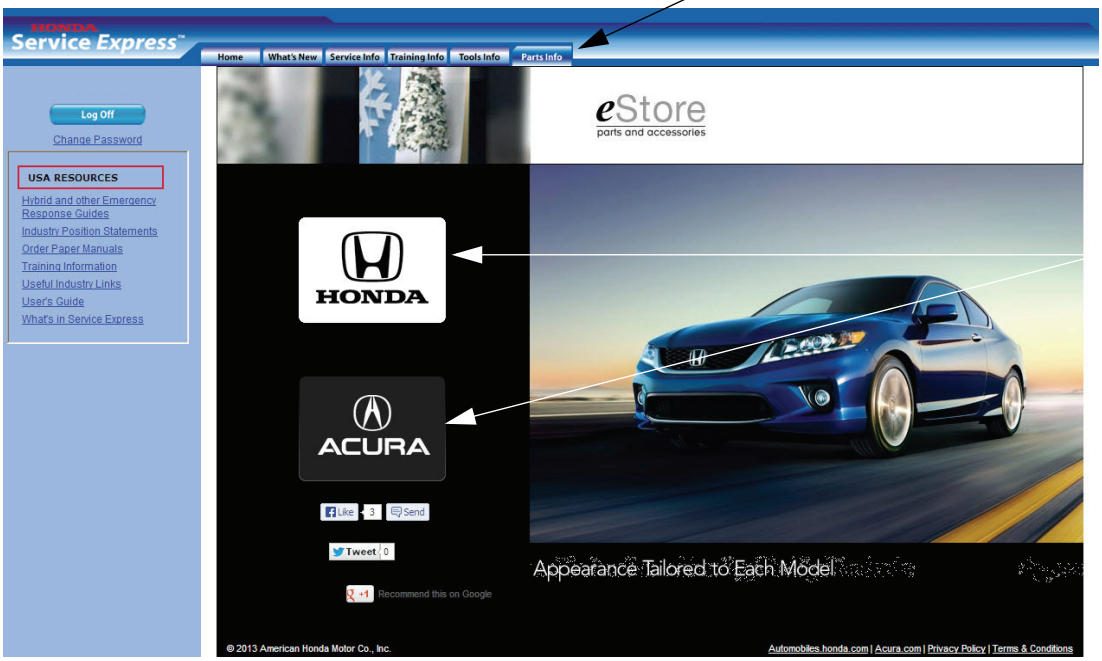
Canada Tools Info Screen

Tool availability and functionality descriptions are provided on this page. Click on a procedure for detailed information, user's guide, and ordering instructions



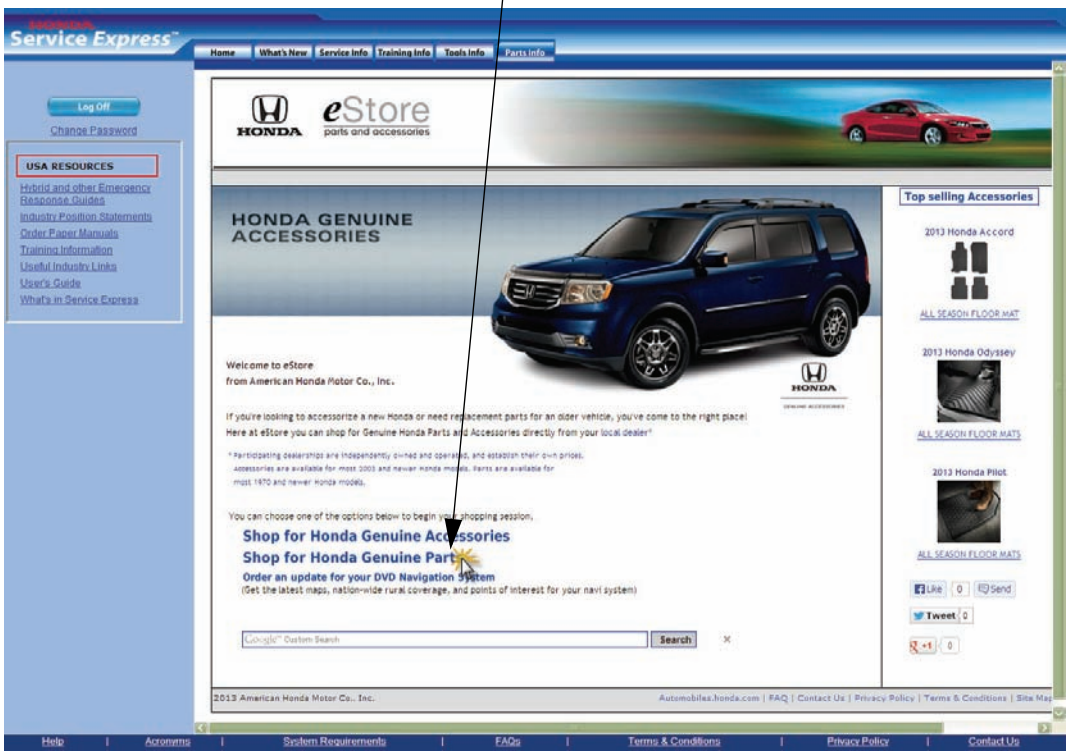
U.S. Parts Info Screen (U.S. Only)

The eStore parts catalog is a convenient way to search for parts information and order parts from participating eStore dealers. While logged on to Service*Express*, click the **Parts Info** tab.

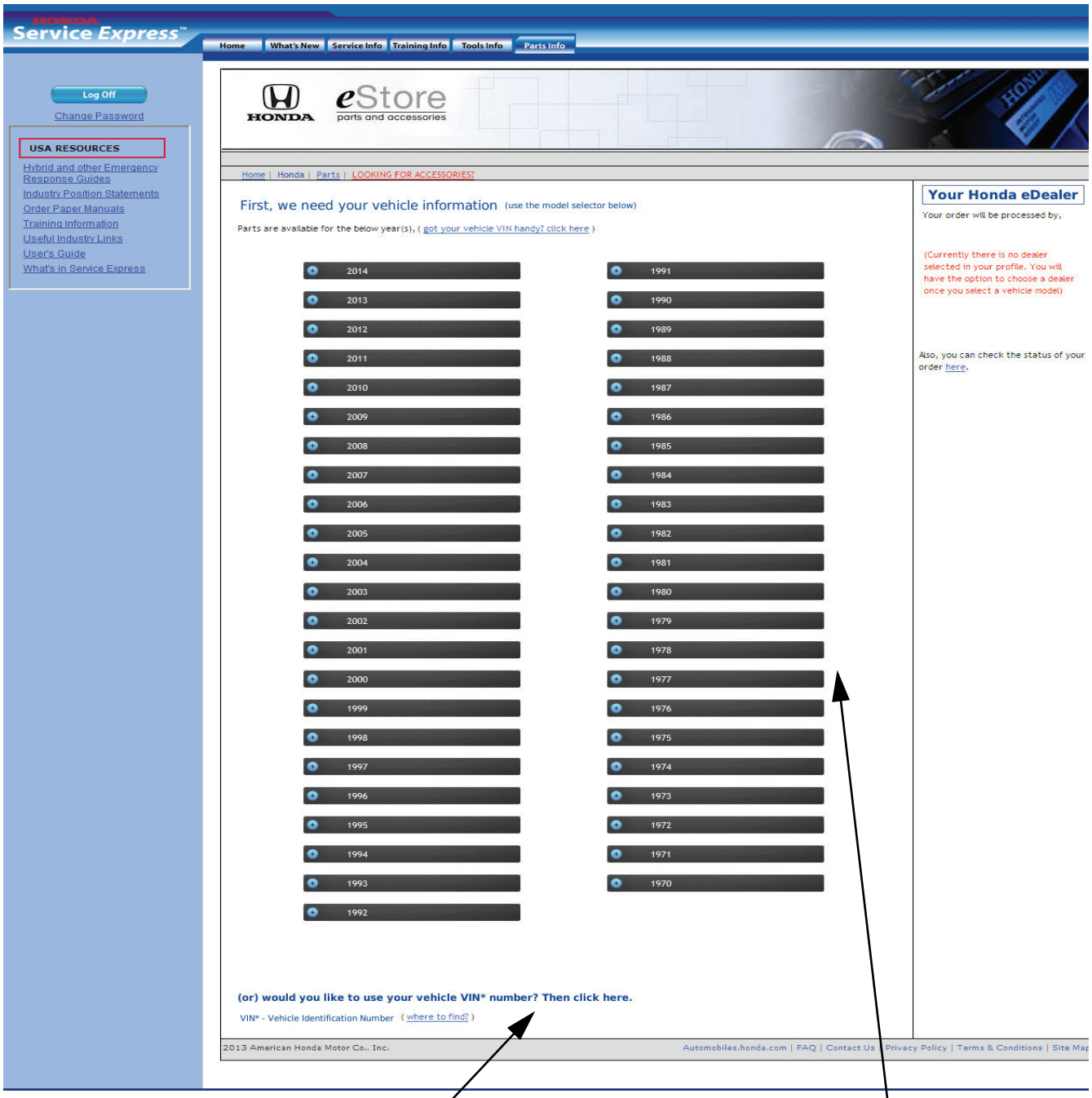


Then click on **Honda** or **Acura.**

Click on **Shop for Honda (or Acura) Genuine Parts** to navigate to the part you seek to purchase.



Enter your vehicle information. You can use the drop down boxes or enter your VIN number



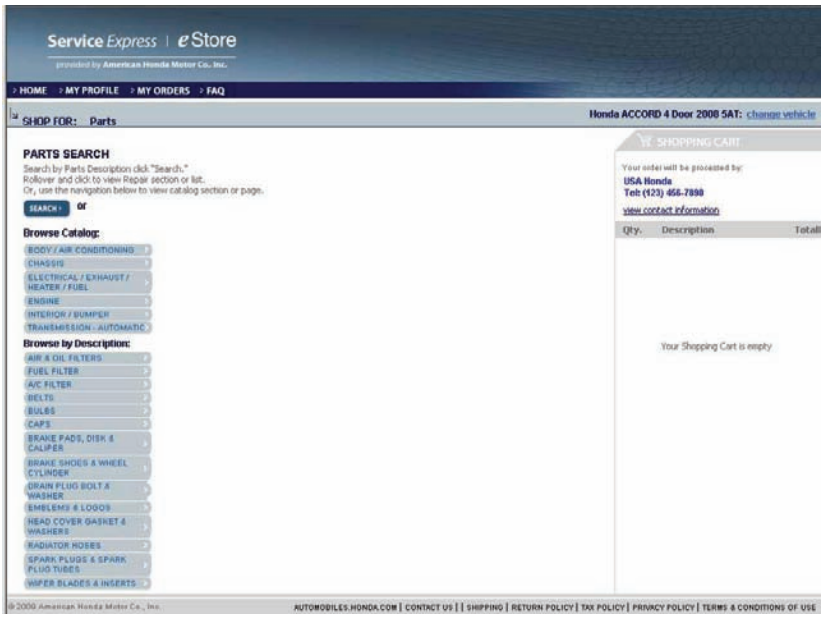
How to Search for Parts

There are three ways to search for parts:

1. **Search.** Search by **Part Description** or **Part Number**.
2. **Browse Catalog.** Display a list of parts by category type.

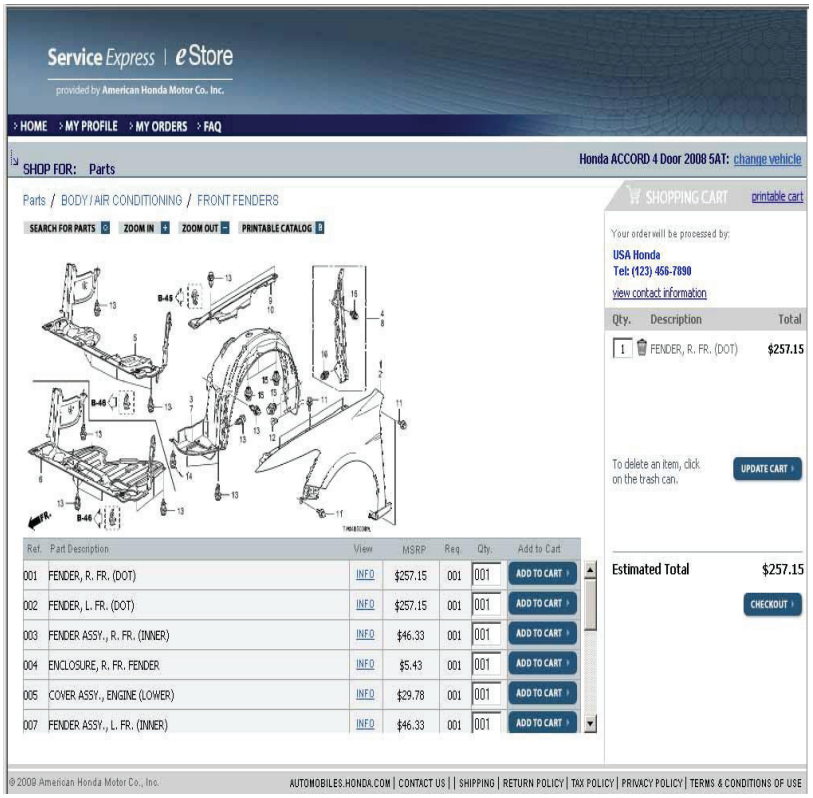
   Example: Select **BODY/AIR CONDITIONING**, then **A/C COMPRESSOR**. The A/C compressor and associated parts will be displayed.
3. **Browse by Description.** Display parts by common name.

   Example: Select the part name **AIR & OIL FILTER**, then select either **Air Filter** or **Oil Filter**. The selected part will be displayed.



Completing your order

Select the parts needed, and add them to the shopping list. Click **CHECKOUT** and your order will be placed electronically with your Service*Express* eStore dealer. The eStore dealer will check parts availability and contact you. Pick up or delivery of these parts, as well as payment options, will be arranged through your e-Store dealer.


Service Express | eStore
provided by American Honda Motor Co. Inc.
HOME
MY PROFILE
MY ORDERS
FAQ
SHOP FOR: Parts
Honda ACCORD 4 Door 2008 5AT: change vehicle
Parts / BODY / AIR CONDITIONING / FRONT FENDERS
SEARCH FOR PARTS
ZOOM IN
ZOOM OUT
PRINTABLE CATALOG
SHOPPING CART
printable cart
Your order will be processed by:
USA Honda
Tel: (123) 456-7890
view contact information
Qty.
Description
Total
1
FENDER, R. FR. (DOT)
$257.15
To delete an item, click on the trash can.
UPDATE CART
Estimated Total
$257.15
CHECKOUT
Ref.
Part Description
View
MSRP
Req.
Qty.
Add to Cart
001 FENDER, R. FR. (DOT) INFO $257.15 001 001 ADD TO CART
002 FENDER, L. FR. (DOT) INFO $257.15 001 001 ADD TO CART
003 FENDER ASSY., R. FR. (INNER) INFO $46.33 001 001 ADD TO CART
004 ENCLOSURE, R. FR. FENDER INFO $5.43 001 001 ADD TO CART
005 COVER ASSY., ENGINE (LOWER) INFO $29.78 001 001 ADD TO CART
007 FENDER ASSY., L. FR. (INNER) INFO $46.33 001 001 ADD TO CART
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AUTOMOBILES.HONDA.COM | CONTACT US | | SHIPPING | RETURN POLICY | TAX POLICY | PRIVACY POLICY | TERMS & CONDITIONS OF USE

Help

If you get stuck anywhere, click on the **Help** link located at the bottom left of the Service*Express* window.

Contact Us

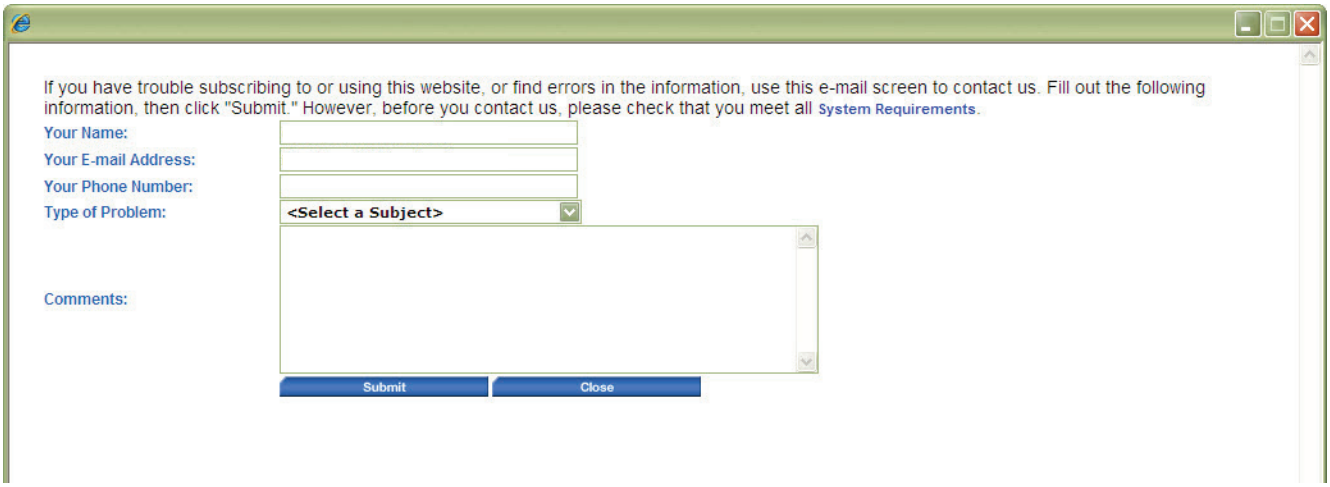
Click on the **Contact Us** link located in the lower right corner of the Service*Express* window to send us your feedback, to report problems with Service*Express*, or to give us suggestions.

Feedback

From the **Contact Us** screen, select a feedback category, and follow the on-screen instructions. We make every effort to respond to your feedback within two business days.

Feedback Categories

- **Problems with content.** Select this if a description or procedure is incorrect, an illustration or schematic is missing or incorrect, or if you can't open a document.
- **Log-on or password problems.**
- **Questions about billing or credit**.
- **Suggestions for improvement.** Use this to tell us what you would like to see in Service*Express*, or to give us ideas on how to improve the website.
- **Other Service*Express* comments.** Use this for any other problems you may encounter.


If you have trouble subscribing to or using this website, or find errors in the information, use this e-mail screen to contact us. Fill out the following information, then click "Submit." However, before you contact us, please check that you meet all System Requirements.
Your Name:
Your E-mail Address:
Your Phone Number:
Type of Problem:
<Select a Subject>
Comments:
Submit
Close

How to Access Service Information(SIS)

Open Internet Explorer, and go to the **Honda Independent Repair Website** by entering **http://www.ServiceExpress.Honda.com**, or **https://techinfo.honda.com**

The Honda Independent Repair Website page opens. Fill in your Username and Password, and click the **LOG ON** button.

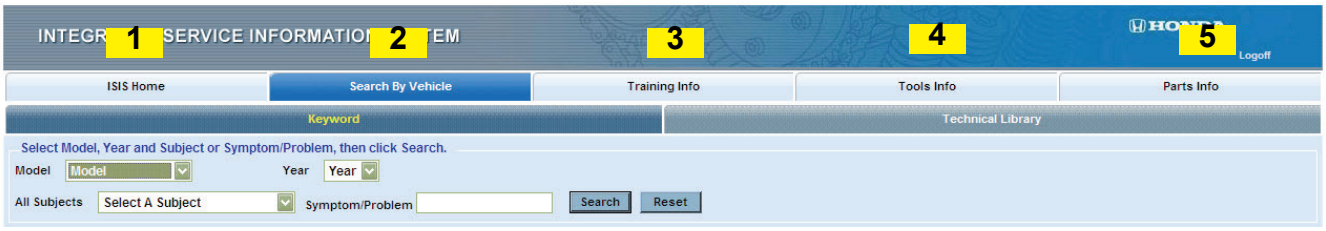
If you don't currently have a Username and Password, you will need to subscribe to ISIS and complete the registration process.

HONDA INDEPENDENT REPAIR WEBSITE
French
Username
Password
Log On
Forgot password
Home
USA RESOURCES
Hybrid and Other Emergency Response Guides
Collision Repair Information & Industry Position Statements
Order Paper Manuals
Training Information
Useful Industry Links
User's Guide
What's in Service Express
Tool & Equipment Programs - Online Catalogs (Honda) (Acura)
CANADA RESOURCES
Hybrid and Other Emergency Response Guides
Collision Repair Information & Industry Position Statements
Order Paper Manuals
Training Information
Useful Industry Links
User's Guide
What's in Service Express
ServiceExpress
ServiceExpress is American Honda and Honda Canada's service repair information website for independent repair shops and vehicle owners. This information covers all Honda and Acura vehicles from 1990 to current.
Subscriptions:
1 Day - $10.00 USD
30 Days - $50.00 USD
365 Days - $350.00 USD
SUBSCRIBE
Service Information System
Service Information System is American Honda's dealer website for service repair information. Service Information System contains the same information as ServiceExpress, but Service Information System has additional advanced search capabilites.
Subscriptions:
1 Day - $20.00 USD
30 Days - $100.00 USD
365 Days - $1,000.00 USD
SUBSCRIBE
Security Professionals
You must be a registered member of the National Automotive Service Task Force Secure Data Release Model (NASTF SDRM) registry to purchase Key & Immobilizer codes.
Key Codes: 1991-present
Immobilizer Codes: All models with immobilizer except Honda Prelude, Acura RL (through 2004), and Acura NSX.
Note: Currently only available for U.S. customers.
SUBSCRIBE
ServiceExpress
Service Information System
Content
Repair Information
Owners Manuals
Accessory Information
Parts Catalog
Search Capabilities
Subject Search
Keyword Search
Subject/Keyword
Search By Publications (Technical Library)
Auto DTC Search (with HDS)
Diagnostic Tools
For a complete list of diagnostic tools, click here.
(Service repair information is not included with tool purchase.)
J2534 Honda Pass-Thru Reprogramming Software.
Click here to download the free software.
Please note: Integrated Service Information System (ISIS) is now Service Information System.

Click here to obtain an SIS subscription.

The SIS Main Menu

You can access all SIS features from the **ISIS Main Menu**. When you select an item from the SIS Main Menu, its sub menu appears directly below it.



The SIS Main Menu provides the following 5 choices.

1	**SIS Home** - A convenient place to find current, general information.
2	**Search by Vehicle** - Find repair information for a specific vehicle. Search by Subject and/or Symptom/Problem.
3	**General Publications**- Enables to search for service information by type of publication.
4	**Flat Rate Labot Time**- Click to find information on general flat rate, information by symptom category. Able to search for one ore more labor time operations specific to a vehicle, either by using keyworkd or by searching entire system or assembly.
5	**Reports**- Provides usage information specific to the dealership (total hits, hits by information type, service bulletin hits, warranty info hits, and advanced diagnostic info hits).

Searching for Vehicle-Related Publications

SIS provides four ways to locate vehicle-related publications:

1. Symptom/Problem Search
2. Subject Search
3. Symptom/Problem + Subject Search
4. Search by Publication (Technical Library)

Symptom/Problem Search

If you need to find publications related to a specific symptom, vehicle component or vehicle system, or a word in the publication title, then conduct a **Symptom/Problem** search.

Search Tips

The Symptom/Problem search can be a powerful tool, but sometimes you may get too many or too few results. To find a publication quickly, you must understand how this search function works.

First, SIS does not search for words inside a publication. Instead, it looks for:

- Words **in the title** of the publication
- Names of systems and components **indexed to** the publication
- Standard SIS symptoms **indexed** to the publication

Second, follow the rule “less is more.” Use fewer and shorter words to find what you are looking for. Here are tips for applying this rule:

- Whenever possible, use one word instead of two or three. For example, use EVAP instead of EVAPORATIVE CONTROL SYSTEM.
- Use only the first part of a word to avoid a misspelling. For example, use IMMOB instead of IMMOBILIZER.
- Use the singular form of the word, not the plural. For example, use BELT not BELTS.
- The Symptom/Problem field is not case sensitive; no need to capitalize.

Here are examples of words that work well for a Symptom/Problem search:

Type of Symptom/Problem	Example Words to Use
Common system names	ABS, SRS, EVAP
Common part/assembly names	BUMPER, HOOD, FILTER, TRUNK
Specific DTC codes	P1457, P0740, 15-3
Symptoms	DRIVEABILITY, PERFORMANCE, LEAK, NVH, NOISE, WIND
Job Function	PDI, TEST, INSPECT, REMOV (for remove or removal)

To search for a publication by Symptom/Problem, click Search by Vehicle on the SIS Main Menu and follow these steps:

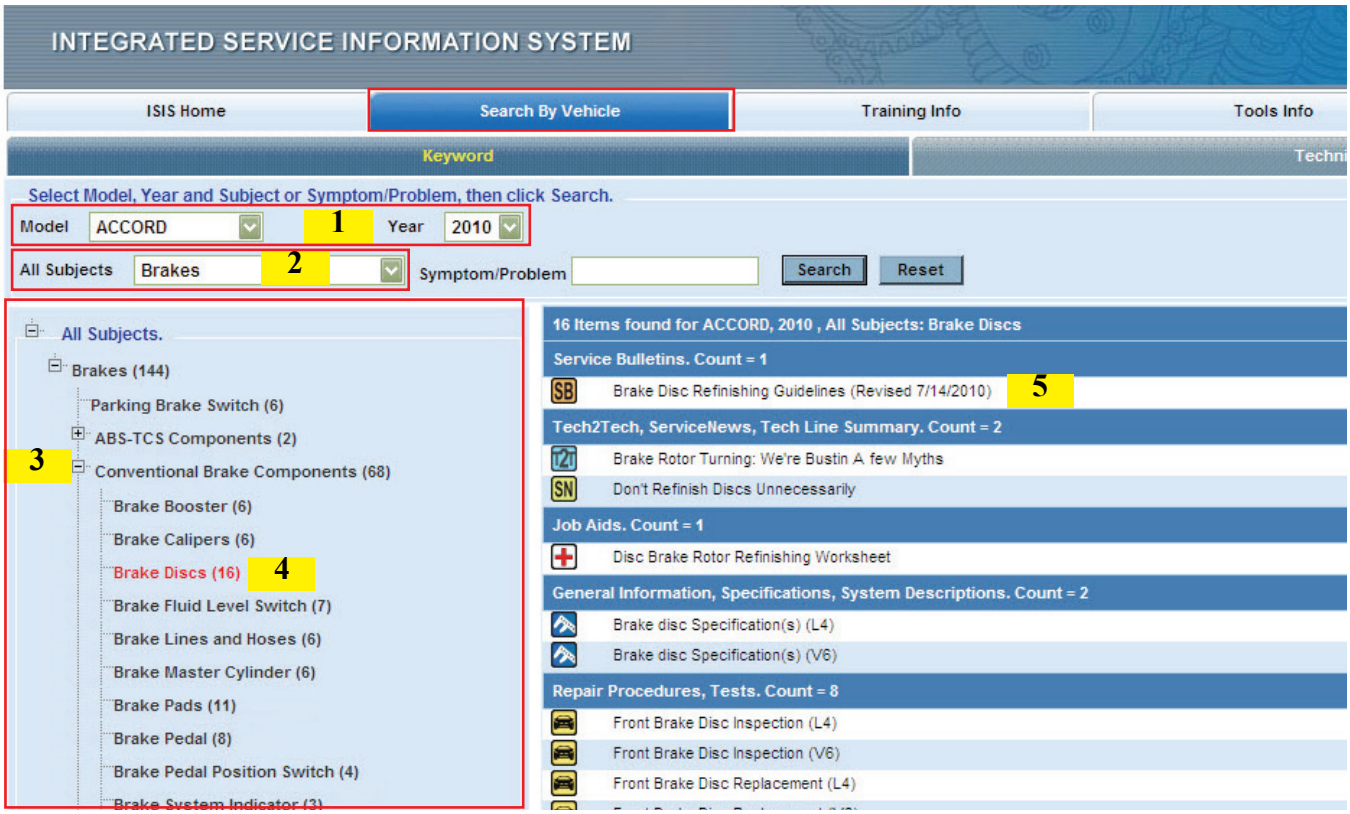
1. Select a **Model** and **Year** from the drop downs.
2. Type in one or more words in the **Symptom/Problem** field.
3. Click **Search**.
4. The publications that match your Symptom/Problem appear. Click a **publication title** on the right side of the screen to open that publication.

Tip: Make selections from the “Subject” categories on the left side of the screen to further filter your results.

Subject Search

If you need to find a specific type of publication related to a vehicle system or subsystem, then conduct a **subject** search.

To search for a publication by subject, click **Search by Vehicle** on the ISIS Menu Bar and follow these steps:



1. Select a **Model** and **Year** from the drop downs.
2. Make a selection from the **Subject** drop down.
3. Use the **+** and **–** icons to expand or collapse a list.
4. Click to select a **subject sub-category.** The publications that match your subject search appear.
5. Click a **publication title** on the right side of the screen to open that publication.

Tip: Make more selections from the “Subject” categories on the left side of the screen to further filter your results.

Symptom/Problem + Subject Search

If you need to find a specific type of publication by keyword and you know the vehicle system or subsystem, then conduct a **Symptom/Problem + Subject** search.

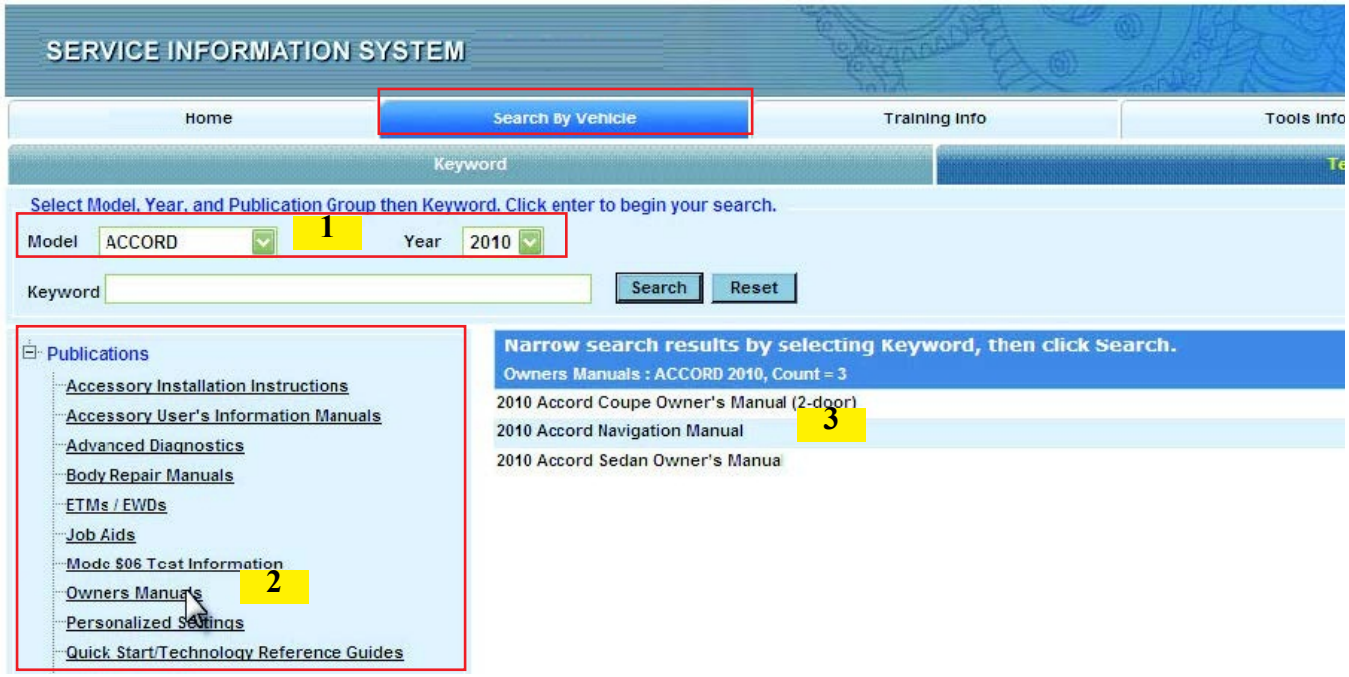
To search for a publication by Symptom/Problem + Subject, click **Search by Vehicle** on the SIS Menu Bar and follow these steps:

1. Select a Model and Year from the drop downs.
2. Make a selection from the Subject drop down. The subject path appears on the left side of the screen.
3. Type in one or more words in the Symptom/Problem field.
4. Click Search. The publications that match your Subject and Symptom/Problem appear.
5. Click a publication title on the right side of the screen to open that publication.

Tip: Make more selections from the “Subject” categories on the left side of the screen to further filter your results.

Technical Library

The Technical Library lets you search for service-related publications by Model, Year, Keyword, and publication type. To access the Technical Library, click **Search by Vehicle** on the ISIS Main Menu, then **Technical Library,** and follow these steps:

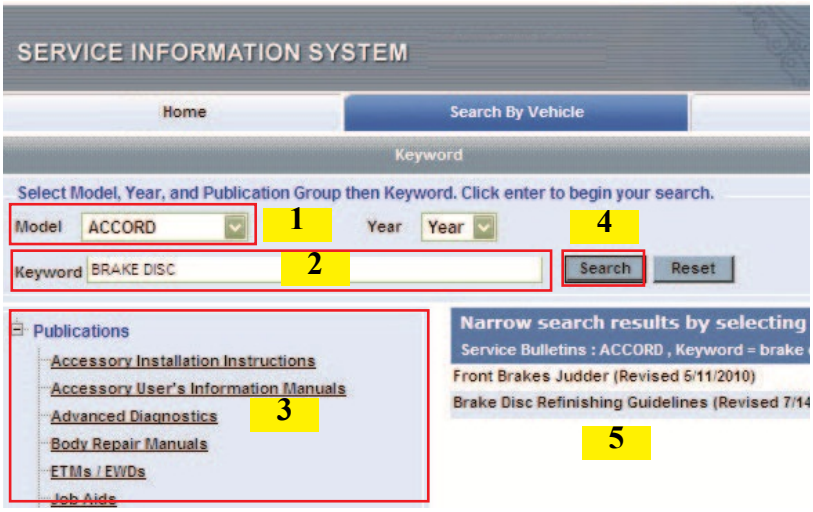


1. Select a **Model** and **Year** from the drop downs.
2. From the **Publications** list, select a type of publication.
3. From the **Search Results**, click a publication title to open the publication.

Keyword Search

By entering a keyword, you can search any publication by any combination of model, year, and keyword to filter your results.

Note: If you are looking for a service bulletin, enter the bulletin number here.

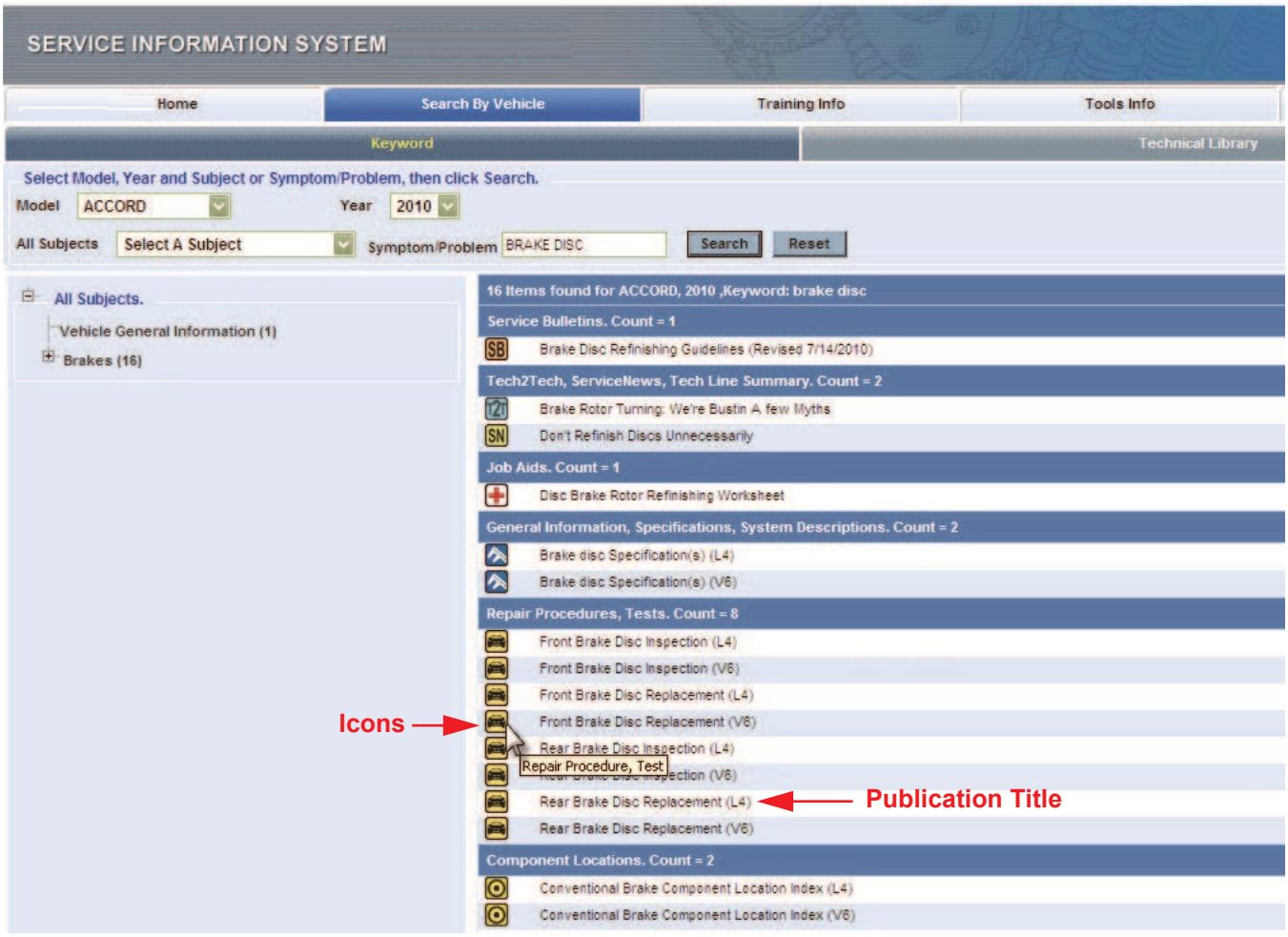


1. Select a **Model** and **Year** from the drop downs.
2. Type one or more words in the **Keyword** field.
3. From the **Publications** list, select a type of publication.
4. Click **Search.**
5. Click a publication title on the right side of the screen to open that publication.

Navigating SIS Publications

Publication Lists and Icons

In SIS search results, an **icon** appears to the left of each publication title. The icons represent the publication type.


SERVICE INFORMATION SYSTEM
Home
Search By Vehicle
Training Info
Tools Info
Keyword
Technical Library
Select Model, Year and Subject or Symptom/Problem, then click Search.
Model ACCORD
Year 2010
All Subjects Select A Subject
Symptom/Problem BRAKE DISC
Search
Reset
All Subjects.
Vehicle General Information (1)
Brakes (16)
16 Items found for ACCORD, 2010 ,Keyword: brake disc
Service Bulletins. Count = 1
Brake Disc Refinishing Guidelines (Revised 7/14/2010)
Tech2Tech, ServiceNews, Tech Line Summary. Count = 2
Brake Rotor Turning: We're Bustin A few Myths
Don't Refinish Discs Unnecessarily
Job Aids. Count = 1
Disc Brake Rotor Refinishing Worksheet
General Information, Specifications, System Descriptions. Count = 2
Brake disc Specification(s) (L4)
Brake disc Specification(s) (V6)
Repair Procedures, Tests. Count = 8
Front Brake Disc Inspection (L4)
Front Brake Disc Inspection (V6)
Front Brake Disc Replacement (L4)
Front Brake Disc Replacement (V6)
Rear Brake Disc Inspection (L4)
Repair Procedure, Test
Rear Brake Disc Replacement (L4)
Rear Brake Disc Replacement (V6)
Component Locations. Count = 2
Conventional Brake Component Location Index (L4)
Conventional Brake Component Location Index (V6)
Icons
Publication Title

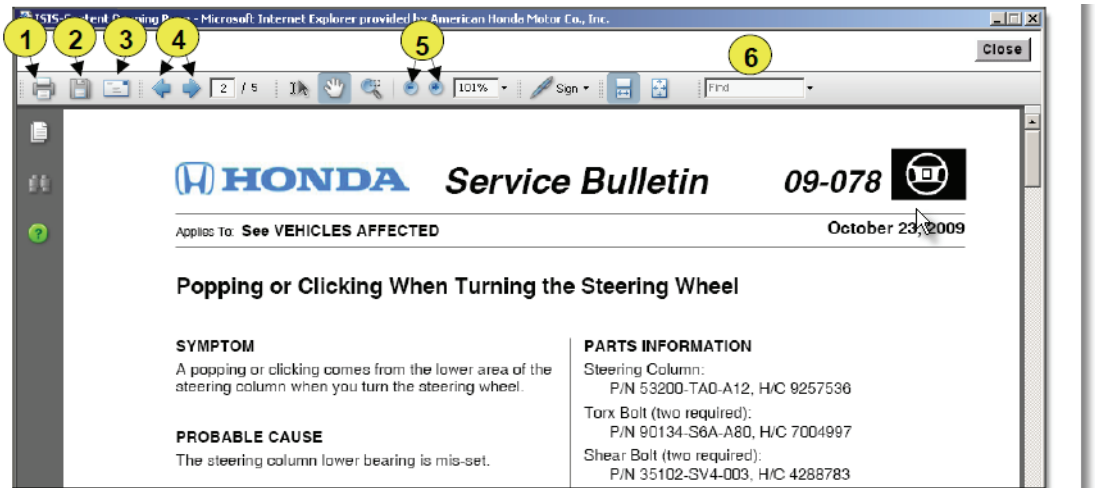
Search results are grouped by publication type (for example, Service Bulletins, Job Aids, etc.) You can see what type of publication an item is by holding your mouse pointer over an icon, as shown above.

You can always use the subject path on the left side of the screen to further filter your search results.

Each **publication title** is a hyperlink. Click the publication title to open the publication.

Service Bulletins

Service Bulletins (and some other publications) are in PDF format and appear in the Adobe Acrobat window, as shown here.

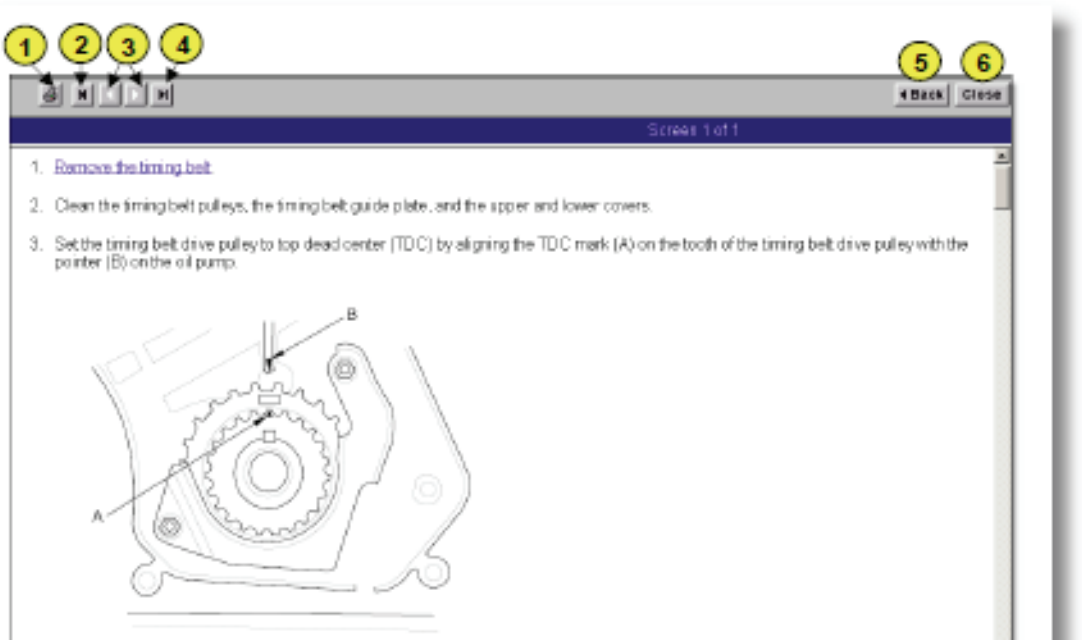


Use the Acrobat **toolbar** at the top of the screen to do the following:

1	Print the publication.
2	Save the file to your computer.
3	Email the file.
4	Advance to the next page or return to the previous page of this publication.
5	Zoom in or zoom out.
6	Search the publication for certain keywords.

Repair Procedures

Repair Procedures in SIS appear as shown below.


1
2
3
4
5
6
Back
Close
Screen 1 of 1
1. Remove the timing belt
2. Clean the timing belt pulleys, the timing belt guide plate, and the upper and lower covers.
3. Set the timing belt drive pulley to top dead center (TDC) by aligning the TDC mark (A) on the tooth of the timing belt drive pulley with the pointer (B) on the oil pump.
B
A

Use the Repair Procedure toolbar at the top of the screen to do the following:

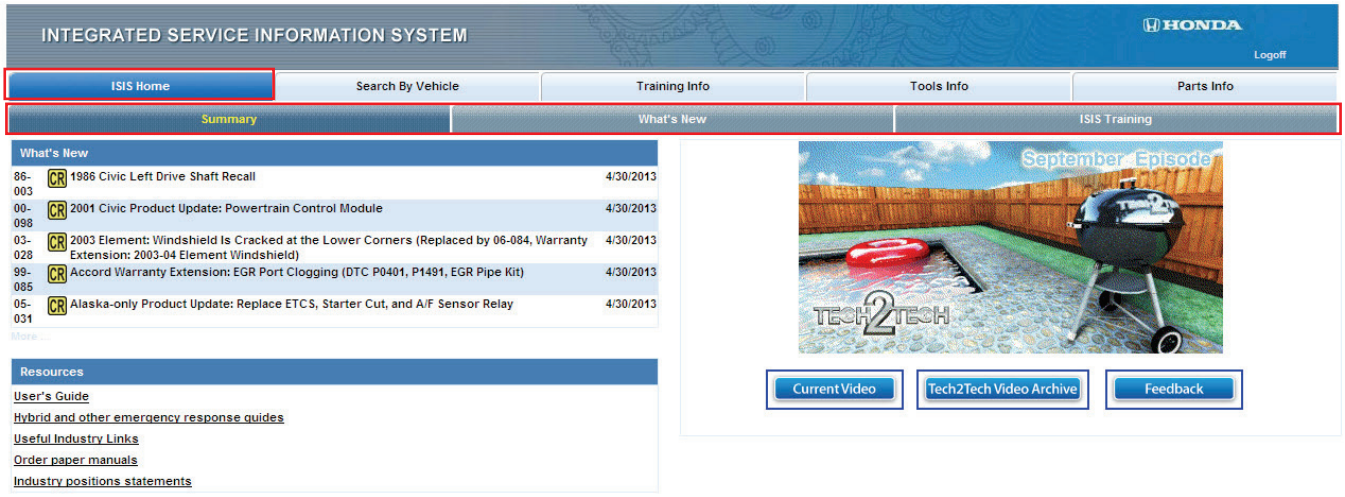
1	Print the publication.
2	Go back to the first screen of this procedure.
3	Advance to the next screen or return to the previous screen of this procedure.
4	Advance to last screen of this procedure.
5	Return to a procedure you were previously viewing.
6	Close this procedure.

Clicking on a hyperlinked step takes you to another procedure related to that step. In this example, clicking **Remove the timing belt** takes you to the procedure for timing belt removal.

You can then click Back to return to this procedure.

SIS Home

SIS Home is a convenient place to find current, general SIS information. When you click **Home** on the SIS main menu, a sub menu appears with the following choices:


INTEGRATED SERVICE INFORMATION SYSTEM
HONDA
Logoff
ISIS Home
Search By Vehicle
Training Info
Tools Info
Parts Info
Summary
What's New
ISIS Training
What's New
86-003 CR 1986 Civic Left Drive Shaft Recall 4/30/2013
00-098 CR 2001 Civic Product Update: Powertrain Control Module 4/30/2013
03-028 CR 2003 Element: Windshield Is Cracked at the Lower Corners (Replaced by 06-084, Warranty Extension: 2003-04 Element Windshield) 4/30/2013
99-085 CR Accord Warranty Extension: EGR Port Clogging (DTC P0401, P1491, EGR Pipe Kit) 4/30/2013
05-031 CR Alaska-only Product Update: Replace ETCS, Starter Cut, and A/F Sensor Relay 4/30/2013
Resources
User's Guide
Hybrid and other emergency response guides
Useful Industry Links
Order paper manuals
Industry positions statements
September Episode
TECH2TECH
Current Video
Tech2Tech Video Archive
Feedback

- **Summary** – The most recent SIS publications and Resources, as well as the most current Tech2Tech video.
- **What's New** – A list of all the publications posted to SIS in the previous 30 days. This is a great help for keeping up with Honda publications that affect your work and skills. The screen also provides a comprehensive list of all the publications on ISIS so far.
- **SIS Training** – A quick link to this and other guides for learning to use SIS.

Help

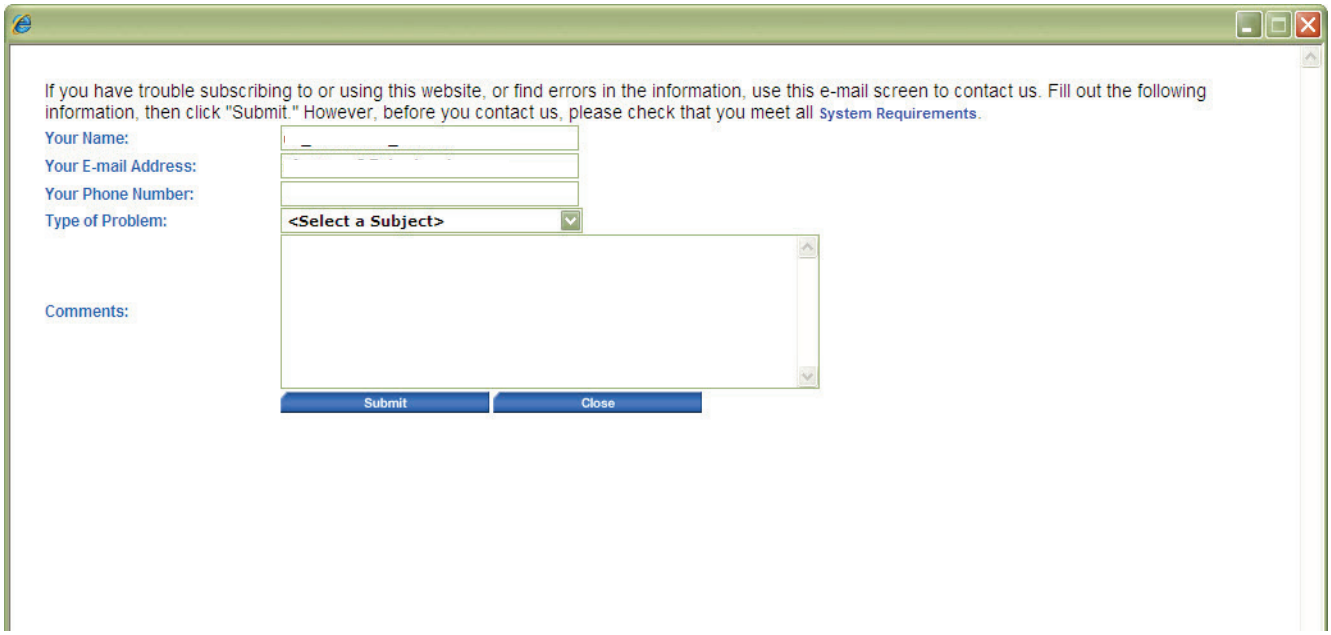
If you get stuck anywhere, click on the **Help** link located at the bottom left of the SIS window.

Contact Us

From the Contact Us screen, select a feedback category, and follow the on-screen instructions. We make every effort to respond to your feedback within two business days.

Feedback Categories

- **Problems with content.** Select this if a description or procedure is incorrect, an illustration or schematic is missing or incorrect, or if you can't open a document.
- **Log-on or password problems.**
- **Questions about billing or credit.**
- S**uggestions for improvement.** Use this to tell us what you would like to see in ISIS, or give us ideas on how to improve the Website.
- **Other comments.** Use this for any other problems you may encounter.


If you have trouble subscribing to or using this website, or find errors in the information, use this e-mail screen to contact us. Fill out the following information, then click "Submit." However, before you contact us, please check that you meet all System Requirements.
Your Name:
Your E-mail Address:
Your Phone Number:
Type of Problem:
<Select a Subject>
Comments:
Submit
Close